



Performance Results
May 2011 - April 2012
CenturyLink's Performance Assurance Plans (PAPs)

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PID Description	Month	CLEC		CLEC Result	Standard Deviation	Qwest		Q Result	Modified Z	Parity
		Numerator	Denominator			Numerator	Denominator			
BI-1A Time to Provide Usage Records UNEs and Resale Aggregate Parity	April 2012	7262664	3082250	2	0.5	2308030	640996	4	-190.92	(117.07)
	March 2012	7352619	3144494	2	0.49	2165530	635566	3	-183.64	(112.64)
	February 2012	7558061	3215928	2	0.5	2413516	713647	3	-178.02	(109.23)
	January 2012	7446641	3374480	2	0.58	2900602	715196	4	-203.41	(124.67)
	December 2011	7054768	3171551	2	0.61	2005332	660660	3	-148.85	(91.50)
	November 2011	7903977	3289477	2	0.52	2382369	696866	3	-180.31	(110.62)
	October 2011	7986577	3335247	2	0.57	2626692	736019	4	-202.61	(124.18)
	September 2011	8530259	3564113	2	0.5	2596603	806818	3	-170.79	(104.83)
	August 2011	8128856	3409935	2	0.51	2399442	749780	3	-165.27	(101.48)
	July 2011	9690252	3911361	2	0.58	2738530	868536	3	-148.77	(91.44)
	June 2011	8564201	3574954	2	0.51	2662731	807085	3	-179.13	(109.90)
	May 2011	8518554	3558823	2	0.52	2646092	817006	3	-175.00	(107.39)
	BI-1B Time to Provide Usage Records Jointly-provided Switched Access Benchmark 0.95	April 2012	26260688	26260688	100%	0	0	0	0%	0.00
March 2012		26947888	26947889	100%	0.0002	0	0	0%	0.00	(0.16)
February 2012		27447750	27447813	100%	0.0015	0	0	0%	0.00	(0.16)
January 2012		26917423	26917423	100%	0	0	0	0%	0.00	(0.16)
December 2011		25705965	25705965	100%	0	0	0	0%	0.00	(0.16)
November 2011		23602106	23603593	100%	0.0079	0	0	0%	0.00	(0.16)
October 2011		28604734	28605579	100%	0.0054	0	0	0%	0.00	(0.16)
September 2011		32535370	32535373	100%	0.0003	0	0	0%	0.00	(0.16)
August 2011		27486221	27486526	100%	0.0033	0	0	0%	0.00	(0.16)
July 2011		28949201	28949393	100%	0.0026	0	0	0%	0.00	(0.16)
June 2011	25726113	25726301	100%	0.0027	0	0	0%	0.00	(0.16)	
May 2011	26995289	26995350	100%	0.0015	0	0	0%	0.00	(0.16)	
BI-1C-1 Time to Provide Usage Records [CAT11] UNEs and Resale Aggregate Parity	April 2012	178338	75801	2	0.58	2308030	640996	4	-68.43	(42.60)
	March 2012	73	36	2	0.17	2165530	635566	3	-1.96	(2.19)
	February 2012	34	15	2	0.46	2413516	713647	3	-0.98	(1.59)
	January 2012	26	12	2	0.39	2900602	715196	4	-0.94	(1.57)
	December 2011	26	13	2	0.71	2005332	660660	3	-0.93	(1.56)
	November 2011	29	14	2	0.27	2382369	696866	3	-1.18	(1.72)
	October 2011	41	17	2	0.51	2626692	736019	4	-1.06	(1.64)
	September 2011	39	18	2	0.38	2596603	806818	3	-1.14	(1.69)
	August 2011	37	15	2	0.52	2399442	749780	3	-0.73	(1.45)
	July 2011	45	20	2	0.55	2738530	868536	3	-1.05	(1.64)
	June 2011	37	17	2	0.39	2662731	807085	3	-1.13	(1.69)
May 2011	738	316	2	0.64	2646092	817006	3	-4.08	(3.48)	
BI-1C-2 Time to Provide Usage Records [CAT10] UNEs and Resale Aggregate Parity	April 2012	7084326	3006449	2	0.5	2308030	640996	4	-190.49	(116.81)
	March 2012	7352546	3144458	2	0.49	2165530	635566	3	-183.64	(112.64)
	February 2012	7558027	3215913	2	0.5	2413516	713647	3	-178.02	(109.23)
	January 2012	7446615	3374468	2	0.58	2900602	715196	4	-203.41	(124.67)
	December 2011	7054742	3171538	2	0.61	2005332	660660	3	-148.85	(91.50)

	November 2011	7903948	3289463	2	0.52	2382369	696866	3	-180.31	(110.62)
	October 2011	7986536	3335230	2	0.57	2626692	736019	4	-202.61	(124.18)
	September 2011	8530220	3564095	2	0.5	2596603	806818	3	-170.79	(104.83)
	August 2011	8128819	3409920	2	0.51	2399442	749780	3	-165.27	(101.48)
	July 2011	9690207	3911341	2	0.58	2738530	868536	3	-148.77	(91.44)
	June 2011	8564164	3574937	2	0.51	2662731	807085	3	-179.13	(109.90)
	May 2011	8517816	3558507	2	0.52	2646092	817006	3	-175.00	(107.39)
BI-2 Invoices Delivered within 10 Days All Parity by Design	April 2012	1631	1631	100%	0.00%	0	0	0%	0.00	0.00
	March 2012	1353	1353	100%	0.00%	0	0	0%	0.00	0.00
	February 2012	1375	1375	100%	0.00%	0	0	0%	0.00	0.00
	January 2012	1525	1525	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	1411	1411	100%	0.00%	0	0	0%	0.00	0.00
	November 2011	1398	1398	100%	0.00%	0	0	0%	0.00	0.00
	October 2011	1491	1491	100%	0.00%	0	0	0%	0.00	0.00
	September 2011	1456	1456	100%	0.00%	0	0	0%	0.00	0.00
	August 2011	1513	1513	100%	0.00%	0	0	0%	0.00	0.00
	July 2011	1458	1459	100%	2.62%	0	0	0%	0.00	0.00
June 2011	1262	1262	100%	0.00%	0	0	0%	0.00	0.00	
May 2011	1435	1435	100%	0.00%	0	0	0%	0.00	0.00	
BI-3A Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Benchmark 0.98	April 2012	2287784	2291312	100%	3.92%	0	0	0%	0.00	(0.06)
	March 2012	2250406	2251156	100%	1.82%	0	0	0%	0.00	(0.06)
	February 2012	3469377	3469730	100%	1.01%	0	0	0%	0.00	(0.06)
	January 2012	972601	972615	100%	0.38%	0	0	0%	0.00	(0.06)
	December 2011	2226055	2226058	100%	0.10%	0	0	0%	0.00	(0.06)
	November 2011	2214412	2216484	100%	3.06%	0	0	0%	0.00	(0.06)
	October 2011	2189356	2198078	100%	6.29%	0	0	0%	0.00	(0.05)
	September 2011	2219543	2219669	100%	0.75%	0	0	0%	0.00	(0.06)
	August 2011	2190797	2192144	100%	2.48%	0	0	0%	0.00	(0.06)
	July 2011	2213789	2215258	100%	2.57%	0	0	0%	0.00	(0.06)
June 2011	2219306	2220698	100%	2.50%	0	0	0%	0.00	(0.06)	
May 2011	2186733	2192956	100%	5.32%	0	0	0%	0.00	(0.05)	
BI-3B Billing Accuracy - Adjustments for Errors Reciprocal Compensation Benchmark 0.95	April 2012	25425	25425	100%	0.00%	0	0	0%	0.00	(0.16)
	March 2012	26800	26800	100%	0.00%	0	0	0%	0.00	(0.16)
	February 2012	23429	23429	100%	0.00%	0	0	0%	0.00	(0.16)
	January 2012	23897	23897	100%	0.00%	0	0	0%	0.00	(0.16)
	December 2011	25092	25092	100%	0.00%	0	0	0%	0.00	(0.16)
	November 2011	26003	26003	100%	0.00%	0	0	0%	0.00	(0.16)
	October 2011	25522	25522	100%	0.00%	0	0	0%	0.00	(0.16)
	September 2011	25500	25500	100%	0.00%	0	0	0%	0.00	(0.16)
	August 2011	24571	24571	100%	0.00%	0	0	0%	0.00	(0.16)
	July 2011	25316	25316	100%	0.00%	0	0	0%	0.00	(0.16)
June 2011	25812	25812	100%	0.00%	0	0	0%	0.00	(0.16)	
May 2011	28308	28308	100%	0.00%	0	0	0%	0.00	(0.16)	
BI-4A Billing Completeness UNEs and Resale Aggregate Parity	April 2012	5502	5508	100%	3.30%	84087	84341	100%	-2.52	(2.53)
	March 2012	5369	5372	100%	2.36%	88642	88952	100%	-3.53	(3.15)
	February 2012	4997	4999	100%	2.00%	85175	85539	100%	-4.07	(3.47)
	January 2012	4882	4885	100%	2.48%	83491	83867	100%	-3.93	(3.39)
	December 2011	7623	7631	100%	3.24%	93299	93816	99%	-5.06	(4.08)
November 2011	6285	6291	100%	3.09%	96999	97439	100%	-4.08	(3.48)	

	October 2011	5713	5716	100%	2.29%	97972	98199	100%	-2.73	(2.66)
	September 2011	5714	5716	100%	1.87%	95752	96091	100%	-3.94	(3.39)
	August 2011	7895	7907	100%	3.89%	98777	99076	100%	-2.34	(2.42)
	July 2011	6126	6134	100%	3.61%	130351	130629	100%	-1.37	(1.83)
	June 2011	5835	5866	99%	7.25%	138133	138782	100%	0.67	(0.59)
	May 2011	5836	5841	100%	2.92%	132274	132822	100%	-3.82	(3.32)
BI-4B Billing Completeness Reciprocal Compensation Benchmark 0.95	April 2012	25425	25425	100%	0.00%	0	0	0%	0.00	(0.16)
	March 2012	26800	26800	100%	0.00%	0	0	0%	0.00	(0.16)
	February 2012	23419	23419	100%	0.00%	0	0	0%	0.00	(0.16)
	January 2012	23897	23897	100%	0.00%	0	0	0%	0.00	(0.16)
	December 2011	25092	25092	100%	0.00%	0	0	0%	0.00	(0.16)
	November 2011	26003	26003	100%	0.00%	0	0	0%	0.00	(0.16)
	October 2011	25522	25522	100%	0.00%	0	0	0%	0.00	(0.16)
	September 2011	25500	25500	100%	0.00%	0	0	0%	0.00	(0.16)
	August 2011	24571	24571	100%	0.00%	0	0	0%	0.00	(0.16)
	July 2011	25316	25316	100%	0.00%	0	0	0%	0.00	(0.16)
	June 2011	25812	25812	100%	0.00%	0	0	0%	0.00	(0.16)
	May 2011	28308	28308	100%	0.00%	0	0	0%	0.00	(0.16)
BI-5A Billing Accuracy & Claims Processing - Acknowledgment All Benchmark 0.95	April 2012	200	204	98%	13.86%	0	0	0%	0.00	(0.10)
	March 2012	135	138	98%	14.58%	0	0	0%	0.00	(0.09)
	February 2012	171	173	99%	10.69%	0	0	0%	0.00	(0.12)
	January 2012	147	151	97%	16.06%	0	0	0%	0.00	(0.07)
	December 2011	80	85	94%	23.53%	0	0	0%	0.00	0.03
	November 2011	110	116	95%	22.15%	0	0	0%	0.00	0.01
	October 2011	157	163	96%	18.83%	0	0	0%	0.00	(0.04)
	September 2011	303	303	100%	0.00%	0	0	0%	0.00	(0.16)
	August 2011	179	179	100%	0.00%	0	0	0%	0.00	(0.16)
	July 2011	157	157	100%	0.00%	0	0	0%	0.00	(0.16)
	June 2011	112	112	100%	0.00%	0	0	0%	0.00	(0.16)
	May 2011	212	212	100%	0.00%	0	0	0%	0.00	(0.16)
BI-5B Billing Accuracy & Claims Processing - Resolution All Benchmark 0.95	April 2012	111	111	100%	0.00%	0	0	0%	0.00	(0.16)
	March 2012	111	111	100%	0.00%	0	0	0%	0.00	(0.16)
	February 2012	171	171	100%	0.00%	0	0	0%	0.00	(0.16)
	January 2012	139	144	97%	18.31%	0	0	0%	0.00	(0.05)
	December 2011	47	47	100%	0.00%	0	0	0%	0.00	(0.16)
	November 2011	101	101	100%	0.00%	0	0	0%	0.00	(0.16)
	October 2011	197	197	100%	0.00%	0	0	0%	0.00	(0.16)
	September 2011	245	245	100%	0.00%	0	0	0%	0.00	(0.16)
	August 2011	200	203	99%	12.07%	0	0	0%	0.00	(0.11)
	July 2011	109	114	96%	20.48%	0	0	0%	0.00	(0.02)
	June 2011	143	143	100%	0.00%	0	0	0%	0.00	(0.16)
	May 2011	182	182	100%	0.00%	0	0	0%	0.00	(0.16)
CP-1A Scheduled Interval 90 Calender Days or Less All Benchmark 90	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	71	1	71	0	0	0	0	0.00	(0.63)
CP-1B Scheduled Interval 91 to 120 Calendar Days All Benchmark 120	April 2012	110	1	110	0	0	0	0	0.00	(0.25)
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	80	1	80	0	0	0	0	0.00	(1.00)
	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	299	3	100	5.51	0	0	0	0.00	(0.51)
	September 2011	336	4	84	23.42	0	0	0	0.00	(0.90)
	August 2011	98	1	98	0	0	0	0	0.00	(0.55)
	July 2011	0	0	0	0	0	0	0	0.00	0.00
	June 2011	114	1	114	0	0	0	0	0.00	(0.15)
	May 2011	0	0	0	0	0	0	0	0.00	0.00
CP-1C Scheduled Interval 121 to 150 Calendar Days All Benchmark 150	April 2012	0	0	0	0.00	0	0	0	0.00	0.00
	March 2012	0	0	0	0.00	0	0	0	0.00	0.00
	February 2012	0	0	0	0.00	0	0	0	0.00	0.00
	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	104	1	104	0.00	0	0	0	0.00	(0.92)
	October 2011	0	0	0	0.00	0	0	0	0.00	0.00
	September 2011	121	1	121	0.00	0	0	0	0.00	(0.58)
	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	568	5	114	19.50	0	0	0	0.00	(0.73)
	May 2011	0	0	0	0.00	0	0	0	0.00	0.00
CP-2B Non-Forecasted & Late Forecasted Collocations All Benchmark 0.9	April 2012	1	1	100%	0.00%	0	0	0%	0.00	(0.33)
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	0	0	0%	0.00	(0.33)
	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	3	3	100%	0.00%	0	0	0%	0.00	(0.33)
	September 2011	4	4	100%	0.00%	0	0	0%	0.00	(0.33)
	August 2011	1	1	100%	0.00%	0	0	0%	0.00	(0.33)
	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	(0.33)
	May 2011	1	1	100%	0.00%	0	0	0%	0.00	(0.33)
CP-2C Collocations with Intervals Longer than 120 Days All Benchmark 0.9	April 2012	1	1	100%	0.00%	0	0	0%	0.00	(0.33)
	March 2012	3	3	100%	0.00%	0	0	0%	0.00	(0.33)
	February 2012	1	1	100%	0.00%	0	0	0%	0.00	(0.33)
	January 2012	2	2	100%	0.00%	0	0	0%	0.00	(0.33)
	December 2011	3	3	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	2	2	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	6	6	100%	0.00%	0	0	0%	0.00	(0.33)	
	May 2011	1	1	100%	0.00%	0	0	0%	0.00	(0.33)	
CP-3 Collocation Feasibility Study Interval All Benchmark 10	April 2012	7	1	7	0	0	0	0	0.00	(0.90)	
	March 2012	21	2	11	0.71	0	0	0	0.00	0.15	
	February 2012	0	0	0	0	0	0	0	0.00	0.00	
	January 2012	8	1	8	0	0	0	0	0.00	(0.60)	
	December 2011	28	3	9	1.15	0	0	0	0.00	(0.20)	
	November 2011	19	2	10	0.71	0	0	0	0.00	(0.15)	
	October 2011	7	1	7	0	0	0	0	0.00	(0.90)	
	September 2011	50	6	8	1.37	0	0	0	0.00	(0.50)	
	August 2011	17	2	9	0.71	0	0	0	0.00	(0.45)	
	July 2011	45	5	9	0	0	0	0	0.00	(0.30)	
	June 2011	68	8	9	0.53	0	0	0	0.00	(0.45)	
	May 2011	28	3	9	0.58	0	0	0	0.00	(0.20)	
	CP-4 Collocation Feasibility Study Commitments Met All Benchmark 0.9	April 2012	1	1	100%	0.00%	0	0	0%	0.00	(0.33)
		March 2012	2	3	67%	47.14%	0	0	0%	0.00	0.78
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00	
January 2012		1	1	100%	0.00%	0	0	0%	0.00	(0.33)	
December 2011		3	3	100%	0.00%	0	0	0%	0.00	(0.33)	
November 2011		2	2	100%	0.00%	0	0	0%	0.00	(0.33)	
October 2011		1	1	100%	0.00%	0	0	0%	0.00	(0.33)	
September 2011		6	6	100%	0.00%	0	0	0%	0.00	(0.33)	
August 2011		2	2	100%	0.00%	0	0	0%	0.00	(0.33)	
July 2011		5	5	100%	0.00%	0	0	0%	0.00	(0.33)	
June 2011		8	8	100%	0.00%	0	0	0%	0.00	(0.33)	
May 2011		3	3	100%	0.00%	0	0	0%	0.00	(0.33)	
DA-1 Speed of Answer - Directory Assistance Parity by Design		April 2012	0	0	:00	:00	8.13	1	:12	0.00	0.00
		March 2012	0	0	:00	:00	8.3	1	:00	0.00	0.00
	February 2012	0	0	:00	:00	8.71	1	:24	0.00	0.00	
	January 2012	0	0	:00	:00	8.7	1	:00	0.00	0.00	
	December 2011	0	0	:00	:00	7.9	1	:00	0.00	0.00	
	November 2011	0	0	:00	:00	8.28	1	:12	0.00	0.00	
	October 2011	0	0	:00	:00	7.92	1	:48	0.00	0.00	
	September 2011	0	0	:00	:00	8.12	1	:48	0.00	0.00	
	August 2011	0	0	:00	:00	8.03	1	:12	0.00	0.00	
	July 2011	0	0	:00	:00	8.59	1	:36	0.00	0.00	
	June 2011	0	0	:00	:00	7.64	1	:36	0.00	0.00	
	May 2011	0	0	:00	:00	7.81	1	:24	0.00	0.00	
	DB-1A Time to Update Databases E911 Parity by Design	April 2012	31.1284722	32175	00:01	00:00	0	0	00:00	0.00	0.00
		March 2012	34.5090278	31145	00:02	00:00	0	0	00:00	0.00	0.00
February 2012		38.09375	31733	00:02	00:00	0	0	00:00	0.00	0.00	
January 2012		32.2180556	31971	00:01	00:00	0	0	00:00	0.00	0.00	
December 2011		97.3090278	27365	00:05	00:00	0	0	00:00	0.00	0.00	
November 2011		125.842361	37866	00:05	00:00	0	0	00:00	0.00	0.00	
October 2011		53.2041667	39199	00:02	00:00	0	0	00:00	0.00	0.00	
September 2011		54.5611111	40480	00:02	00:00	0	0	00:00	0.00	0.00	
August 2011	49.1805556	44627	00:02	00:00	0	0	00:00	0.00	0.00		

	July 2011	74.5083333	53918	00:02	00:00	0	0	00:00	0.00	0.00
	June 2011	60.3291667	39942	00:02	00:00	0	0	00:00	0.00	0.00
	May 2011	38.9861111	36369	00:02	00:00	0	0	00:00	0.00	0.00
DB-1B Time to Update Databases LIDB Parity by Design	April 2012	4362679	4214629	:36	:00	0	0	:00	0.00	0.00
	March 2012	4732473	4585934	:12	:00	0	0	:00	0.00	0.00
	February 2012	4398254	4236134	:36	:00	0	0	:00	0.00	0.00
	January 2012	4965898	4791304	:36	:00	0	0	:00	0.00	0.00
	December 2011	5102564	4946636	:12	:00	0	0	:00	0.00	0.00
	November 2011	8921652	8449144	:24	:00	0	0	:00	0.00	0.00
	October 2011	9551910	8945820	:48	:00	0	0	:00	0.00	0.00
	September 2011	10705144	10237527	:00	:00	0	0	:00	0.00	0.00
	August 2011	8680460	8337198	:36	:00	0	0	:00	0.00	0.00
	July 2011	6684406	6498207	:12	:00	0	0	:00	0.00	0.00
	June 2011	9089086	8786124	:12	:00	0	0	:00	0.00	0.00
	May 2011	12196154	11883946	:12	:00	0	0	:00	0.00	0.00
DB-1C-1 Time to Update Databases Directory Listing Parity by Design	April 2012	7703.21	68536	:24	:48	0	0	:00	0.00	0.00
	March 2012	17807.22	87726	:00	:00	0	0	:00	0.00	0.00
	February 2012	34638.6	85956	:00	:36	0	0	:00	0.00	0.00
	January 2012	30180.58	87997	:36	:48	0	0	:00	0.00	0.00
	December 2011	54213.13	137704	:36	:36	0	0	:00	0.00	0.00
	November 2011	69359.5	161036	:12	:00	0	0	:00	0.00	0.00
	October 2011	54792.44	161270	:36	:48	0	0	:00	0.00	0.00
	September 2011	63948.82	172597	:48	:12	0	0	:00	0.00	0.00
	August 2011	72832.12	186659	:36	:36	0	0	:00	0.00	0.00
	July 2011	75682.34	201446	:12	:12	0	0	:00	0.00	0.00
	June 2011	70092.63	160200	:36	:00	0	0	:00	0.00	0.00
	May 2011	47478.84	144616	:12	:48	0	0	:00	0.00	0.00
DB-2C-1 Accurate Database Updates Directory Listing Parity by Design	April 2012	67049	68026	99%	11.90%	0	0	0%	0.00	0.00
	March 2012	63606	64362	99%	10.77%	0	0	0%	0.00	0.00
	February 2012	64485	65329	99%	11.29%	0	0	0%	0.00	0.00
	January 2012	63689	64904	98%	13.55%	0	0	0%	0.00	0.00
	December 2011	102405	104327	98%	13.45%	0	0	0%	0.00	0.00
	November 2011	120628	122779	98%	13.12%	0	0	0%	0.00	0.00
	October 2011	121982	123936	98%	12.46%	0	0	0%	0.00	0.00
	September 2011	132984	135110	98%	12.44%	0	0	0%	0.00	0.00
	August 2011	135223	137662	98%	13.19%	0	0	0%	0.00	0.00
	July 2011	156642	158808	99%	11.60%	0	0	0%	0.00	0.00
	June 2011	126079	128095	98%	12.45%	0	0	0%	0.00	0.00
	May 2011	109030	110955	98%	13.06%	0	0	0%	0.00	0.00
GA-1 Gateway Availability - IMA-GUI All Benchmark 0.9925	April 2012	30338	30420	100%	0.00%	0	0	0%	0.00	0.00
	March 2012	28440	28440	100%	0.00%	0	0	0%	0.00	0.00
	February 2012	30056	30060	100%	0.00%	0	0	0%	0.00	0.00
	January 2012	30420	30420	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	29520	29520	100%	0.00%	0	0	0%	0.00	0.00
	November 2011	28382	28440	100%	0.00%	0	0	0%	0.00	0.00
	October 2011	29458	29520	100%	0.00%	0	0	0%	0.00	0.00
	September 2011	30600	30600	100%	0.00%	0	0	0%	0.00	0.00
	August 2011	29880	29880	100%	0.00%	0	0	0%	0.00	0.00
	July 2011	29381	29520	100%	0.00%	0	0	0%	0.00	0.00

	June 2011	30008	30060	100%	0.00%	0	0	0%	0.00	0.00
	May 2011	27900	27900	100%	0.00%	0	0	0%	0.00	0.00
GA-1 Gateway Availability - IMA-GUI SIA Benchmark 0.9925	April 2012	30420	30420	100%	0.00%	0	0	0%	0.00	0.00
	March 2012	28440	28440	100%	0.00%	0	0	0%	0.00	0.00
	February 2012	30060	30060	100%	0.00%	0	0	0%	0.00	0.00
	January 2012	30420	30420	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	29520	29520	100%	0.00%	0	0	0%	0.00	0.00
	November 2011	29880	29880	100%	0.00%	0	0	0%	0.00	0.00
	October 2011	29520	29520	100%	0.00%	0	0	0%	0.00	0.00
	September 2011	30600	30600	100%	0.00%	0	0	0%	0.00	0.00
	August 2011	29880	29880	100%	0.00%	0	0	0%	0.00	0.00
	July 2011	29520	29520	100%	0.00%	0	0	0%	0.00	0.00
	June 2011	30060	30060	100%	0.00%	0	0	0%	0.00	0.00
	May 2011	29340	29340	100%	0.00%	0	0	0%	0.00	0.00
	GA-3 Gateway Availability - EB-TA Benchmark 0.9925	April 2012	43140	43140	100%	0.00%	0	0	0%	0.00
March 2012		40112	40320	99%	0.00%	0	0	0%	0.00	0.00
February 2012		42900	42900	100%	0.00%	0	0	0%	0.00	0.00
January 2012		43140	43140	100%	0.00%	0	0	0%	0.00	0.00
December 2011		41760	41760	100%	0.00%	0	0	0%	0.00	0.00
November 2011		42593	42840	99%	0.00%	0	0	0%	0.00	0.00
October 2011		41726	41760	100%	0.00%	0	0	0%	0.00	0.00
September 2011		43200	43200	100%	0.00%	0	0	0%	0.00	0.00
August 2011		42840	42840	100%	0.00%	0	0	0%	0.00	0.00
July 2011		41272	41760	99%	0.00%	0	0	0%	0.00	0.00
June 2011		42900	42900	100%	0.00%	0	0	0%	0.00	0.00
May 2011		41637	41700	100%	0.00%	0	0	0%	0.00	0.00
GA-4 System Availability - EXACT Benchmark 0.9925		April 2012	22500	22500	100%	0.00%	0	0	0%	0.00
	March 2012	21060	21060	100%	0.00%	0	0	0%	0.00	0.00
	February 2012	21960	21960	100%	0.00%	0	0	0%	0.00	0.00
	January 2012	22500	22500	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	21960	21960	100%	0.00%	0	0	0%	0.00	0.00
	November 2011	21600	21600	100%	0.00%	0	0	0%	0.00	0.00
	October 2011	21960	21960	100%	0.00%	0	0	0%	0.00	0.00
	September 2011	22860	22860	100%	0.00%	0	0	0%	0.00	0.00
	August 2011	21600	21600	100%	0.00%	0	0	0%	0.00	0.00
	July 2011	21960	21960	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	21600	21600	100%	0.00%	0	0	0%	0.00	0.00
	GA-6 Gateway Availability - GUI - Repair Benchmark 0.9925	April 2012	41843	41925	100%	0.00%	0	0	0%	0.00
March 2012		39300	39300	100%	0.00%	0	0	0%	0.00	0.00
February 2012		41820	41820	100%	0.00%	0	0	0%	0.00	0.00
January 2012		41925	41925	100%	0.00%	0	0	0%	0.00	0.00
December 2011		40740	40740	100%	0.00%	0	0	0%	0.00	0.00
November 2011		41452	41565	100%	0.00%	0	0	0%	0.00	0.00
October 2011		40740	40740	100%	0.00%	0	0	0%	0.00	0.00
September 2011		42180	42180	100%	0.00%	0	0	0%	0.00	0.00
August 2011		41565	41565	100%	0.00%	0	0	0%	0.00	0.00
July 2011		40515	40740	99%	0.00%	0	0	0%	0.00	0.00
June 2011	41820	41820	100%	0.00%	0	0	0%	0.00	0.00	

GA-7 Timely Outage Resolution following Software Releases GA-7 XML Reporting Benchmark 0.95	May 2011	40422	40485	100%	0.00%	0	0	0%	0.00	0.00
	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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
GA-8 Gateway Availability - IMA-XML GA-8 XML Reporting Benchmark 0.9925	April 2012	30338	30420	100%	0.00%	0	0	0%	0.00	0.00
	March 2012	28440	28440	100%	0.00%	0	0	0%	0.00	0.00
	February 2012	30004	30060	100%	0.00%	0	0	0%	0.00	0.00
	January 2012	30420	30420	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	29520	29520	100%	0.00%	0	0	0%	0.00	0.00
	November 2011	28375	28440	100%	0.00%	0	0	0%	0.00	0.00
	October 2011	29520	29520	100%	0.00%	0	0	0%	0.00	0.00
	September 2011	30600	30600	100%	0.00%	0	0	0%	0.00	0.00
	August 2011	29750	29880	100%	0.00%	0	0	0%	0.00	0.00
	July 2011	29381	29520	100%	0.00%	0	0	0%	0.00	0.00
	June 2011	30008	30060	100%	0.00%	0	0	0%	0.00	0.00
	May 2011	27900	27900	100%	0.00%	0	0	0%	0.00	0.00
	MR-10 Customer and Non-CTLQ Related Trouble Reports Basic Rate ISDN Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00
March 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00
January 2012		0	1	0%	0.00%	1	6	17%	-0.41	(1.25)
December 2011		1	1	100%	0.00%	4	6	67%	0.65	(1.34)
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	2	50%	50.00%	5	15	33%	0.47	(1.15)
May 2011		0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-10 Customer and Non-CTLQ Related Trouble Reports Business Parity		April 2012	2	5	40%	48.99%	525	1575	33%	0.32
	March 2012	5	10	50%	50.00%	546	1661	33%	1.15	(0.50)
	February 2012	4	11	36%	48.10%	641	2147	30%	0.47	(0.89)
	January 2012	1	8	13%	33.07%	563	1551	36%	-1.40	(1.85)
	December 2011	1	12	8%	27.64%	602	1651	36%	-2.02	(2.23)
	November 2011	2	7	29%	45.18%	604	1821	33%	-0.26	(1.16)
	October 2011	2	2	100%	0.00%	587	1613	36%	1.87	(0.32)
	September 2011	12	20	60%	48.99%	627	1856	34%	2.47	0.32
	August 2011	4	8	50%	50.00%	600	1654	36%	0.81	(0.72)
	July 2011	5	16	31%	46.35%	602	1739	35%	-0.28	(1.17)
	June 2011	5	13	38%	48.65%	595	1779	33%	0.38	(0.93)
	May 2011	4	9	44%	49.69%	635	1738	37%	0.49	(0.89)

MR-10 Customer and Non-CTLQ Related Trouble Reports Centrex Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	15	43	35%	-0.72	(1.44)
	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
	MR-10 Customer and Non-CTLQ Related Trouble Reports Centrex 21 Parity	April 2012	1	2	50%	50.00%	3	13	23%	0.84
March 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00
February 2012		1	3	33%	47.14%	4	13	31%	0.09	(1.33)
January 2012		1	2	50%	50.00%	7	21	33%	0.48	(1.13)
December 2011		2	3	67%	47.14%	6	20	30%	1.29	(0.63)
November 2011		1	2	50%	50.00%	11	21	52%	-0.06	(1.04)
October 2011		2	2	100%	0.00%	6	25	24%	2.42	(0.14)
September 2011		1	2	50%	50.00%	1	18	6%	2.60	(0.48)
August 2011		0	0	0%	0.00%	0	0	0%	0.00	0.00
July 2011		3	4	75%	43.30%	2	18	11%	3.68	0.20
June 2011		2	2	100%	0.00%	3	18	17%	3.00	(0.02)
May 2011		1	2	50%	50.00%	5	23	22%	0.93	(0.89)
MR-10 Customer and Non-CTLQ Related Trouble Reports DS0 Parity		April 2012	0	0	0%	0.00%	0	0	0%	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0.00%	59	220	27%	-0.60	(1.37)
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	38	131	29%	1.56	(0.67)
	November 2011	4	4	100%	0.00%	42	139	30%	3.00	0.42
	October 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	September 2011	1	1	100%	0.00%	63	190	33%	1.42	(0.74)
	August 2011	1	1	100%	0.00%	52	154	34%	1.40	(0.75)
	July 2011	2	2	100%	0.00%	47	182	26%	2.38	(0.10)
	June 2011	0	1	0%	0.00%	61	202	30%	-0.66	(1.40)
	May 2011	0	1	0%	0.00%	46	145	32%	-0.68	(1.41)
	MR-10 Customer and Non-CTLQ Related Trouble Reports DS1 Parity	April 2012	3	8	38%	48.41%	35	125	28%	0.58
March 2012		3	6	50%	50.00%	37	120	31%	0.99	(0.66)
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00
January 2012		1	6	17%	37.27%	71	195	36%	-0.99	(1.60)
December 2011		1	4	25%	43.30%	53	161	33%	-0.33	(1.20)
November 2011		0	1	0%	0.00%	75	166	45%	-0.91	(1.55)
October 2011		0	0	0%	0.00%	0	0	0%	0.00	0.00
September 2011		2	6	33%	47.14%	74	195	38%	-0.23	(1.14)
August 2011		0	2	0%	0.00%	55	170	32%	-0.97	(1.59)
July 2011		0	0	0%	0.00%	0	0	0%	0.00	0.00
June 2011		1	1	100%	0.00%	63	152	41%	1.18	(0.87)
May 2011		2	3	67%	47.14%	60	173	35%	1.15	(0.65)
MR-10 Customer and Non-CTLQ Related		April 2012	0	0	0%	0.00%	0	0	0%	0.00

Trouble Reports DS3 Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0.00%	3	5	60%	-1.12	(1.68)
	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 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	MR-10 Customer and Non-CTLQ Related Trouble Reports E911 Parity	March 2012	0	1	0%	0.00%	67	72	93%	-3.64
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00
January 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00
December 2011		0	1	0%	0.00%	66	69	96%	-4.66	(3.83)
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 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-10 Customer and Non-CTLQ Related Trouble Reports Frame Relay Parity		March 2012	0	0	0%	0.00%	0	0	0%	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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	13	8%	3.34	(0.35)
	August 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	July 2011	0	1	0%	0.00%	1	13	8%	-0.28	(1.17)
	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 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	MR-10 Customer and Non-CTLQ Related Trouble Reports ISDN Primary Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00
February 2012		0	1	0%	0.00%	40	123	33%	-0.69	(1.42)
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 2012		6	8	75%	43.30%	3	3	100%	0.00	0.00
MR-10 Customer and Non-CTLQ Related Trouble Reports LIS Trunk Parity		March 2012	18	20	90%	30.00%	4	5	80%	0.50

	February 2012	12	13	92%	26.65%	2	4	50%	1.48	(0.29)
	January 2012	10	13	77%	42.13%	2	6	33%	1.87	(0.20)
	December 2011	6	8	75%	43.30%	4	5	80%	-0.22	(1.13)
	November 2011	5	5	100%	0.00%	1	4	25%	2.58	0.01
	October 2011	13	15	87%	33.99%	1	2	50%	0.97	(0.73)
	September 2011	6	8	75%	43.30%	1	2	50%	0.63	(1.05)
	August 2011	8	8	100%	0.00%	6	7	86%	0.79	(0.95)
	July 2011	11	11	100%	0.00%	3	4	75%	0.99	(0.62)
	June 2011	7	7	100%	0.00%	3	3	100%	0.00	0.00
	May 2011	7	9	78%	41.57%	12	12	100%	0.00	0.00
MR-10 Customer and Non-CTLQ Related Trouble Reports PBX Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	3	4	75%	43.30%	5	16	31%	1.69	(0.38)
	November 2011	6	6	100%	0.00%	10	19	53%	2.03	0.03
	October 2011	0	1	0%	0.00%	7	20	35%	-0.72	(1.44)
	September 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	August 2011	1	6	17%	37.27%	5	14	36%	-0.81	(1.50)
	July 2011	0	2	0%	0.00%	7	20	35%	-0.99	(1.60)
	June 2011	0	1	0%	0.00%	8	10	80%	-1.91	(2.16)
	May 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-10 Customer and Non-CTLQ Related Trouble Reports Residence Parity	April 2012	8	19	42%	49.37%	2735	9451	29%	1.26	(0.38)
	March 2012	7	15	47%	49.89%	2951	10489	28%	1.60	(0.22)
	February 2012	9	17	53%	49.91%	3664	14103	26%	2.53	0.30
	January 2012	3	7	43%	49.49%	3027	9940	30%	0.71	(0.79)
	December 2011	2	9	22%	41.57%	3310	10540	31%	-0.59	(1.36)
	November 2011	4	16	25%	43.30%	3236	10332	31%	-0.54	(1.33)
	October 2011	3	7	43%	49.49%	2846	9140	31%	0.67	(0.81)
	September 2011	6	8	75%	43.30%	2899	9899	29%	2.84	0.41
	August 2011	4	8	50%	50.00%	2891	9391	31%	1.18	(0.51)
	July 2011	0	5	0%	0.00%	2815	9829	29%	-1.42	(1.86)
	June 2011	1	2	50%	50.00%	2900	9683	30%	0.62	(1.01)
	May 2011	0	1	0%	0.00%	3046	9371	33%	-0.69	(1.42)
MR-10 Customer and Non-CTLQ Related Trouble Reports UDIT Above DS1 Level Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	1	1	100%	0.00%	2	4	50%	0.89	(1.15)
	February 2012	0	2	0%	0.00%	3	5	60%	-1.46	(1.89)
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	2	2	100%	0.00%	2	6	33%	1.73	(0.52)
	November 2011	0	1	0%	0.00%	3	3	100%	0.00	0.00
	October 2011	3	4	75%	43.30%	2	6	33%	1.37	(0.61)
	September 2011	1	2	50%	50.00%	1	1	100%	0.00	0.00
	August 2011	1	1	100%	0.00%	3	5	60%	0.75	(1.26)
	July 2011	0	1	0%	0.00%	3	3	100%	0.00	0.00
	June 2011	1	1	100%	0.00%	3	6	50%	0.93	(1.11)
	May 2011	1	2	50%	50.00%	2	6	33%	0.43	(1.22)
MR-10 Customer and Non-CTLQ Related Trouble Reports UDIT DS1 Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	2	0%	0.00%	37	120	31%	-0.94	(1.57)
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00

	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	1	1	100%	0.00%	44	132	33%	1.41	(0.75)
	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%	63	152	41%	-0.84	(1.51)
	May 2011	1	2	50%	50.00%	60	173	35%	0.45	(1.12)
MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 2 Wire Non-Loaded Parity	April 2012	45	73	62%	48.63%	4	13	31%	2.22	0.07
	March 2012	26	47	55%	49.72%	7	14	50%	0.35	(0.97)
	February 2012	47	75	63%	48.37%	3	10	30%	2.12	(0.01)
	January 2012	52	82	63%	48.17%	1	6	17%	2.97	0.10
	December 2011	39	73	53%	49.88%	4	6	67%	-0.66	(1.40)
	November 2011	46	80	58%	49.43%	5	16	31%	2.07	0.00
	October 2011	33	61	54%	49.83%	2	5	40%	0.62	(0.91)
	September 2011	69	121	57%	49.50%	4	9	44%	0.73	(0.76)
	August 2011	61	94	65%	47.73%	6	12	50%	0.97	(0.57)
	July 2011	69	113	61%	48.76%	4	9	44%	0.97	(0.61)
	June 2011	64	113	57%	49.56%	5	15	33%	1.80	(0.13)
	May 2011	49	100	49%	49.99%	5	24	21%	3.05	0.41
	MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 4 Wire Non-Loaded Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00
March 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00
February 2012		1	1	100%	0.00%	49	224	22%	1.89	(0.54)
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
MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - ADSL Qualified Parity		April 2012	31	58	53%	49.88%	4	13	31%	1.60
	March 2012	7	19	37%	48.24%	7	14	50%	-0.75	(1.45)
	February 2012	23	39	59%	49.19%	3	10	30%	1.78	(0.22)
	January 2012	20	36	56%	49.69%	1	6	17%	2.37	(0.19)
	December 2011	26	49	53%	49.91%	4	6	67%	-0.67	(1.41)
	November 2011	19	32	59%	49.11%	5	16	31%	1.98	(0.07)
	October 2011	34	44	77%	41.91%	2	5	40%	1.61	(0.25)
	September 2011	21	38	55%	49.72%	4	9	44%	0.59	(0.87)
	August 2011	27	44	61%	48.69%	6	12	50%	0.70	(0.76)
	July 2011	24	43	56%	49.66%	4	9	44%	0.62	(0.84)
	June 2011	21	43	49%	49.99%	5	15	33%	1.10	(0.55)
	May 2011	38	61	62%	48.46%	5	24	21%	4.24	0.98
	MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - DS1 Capable Parity	April 2012	28	119	24%	42.42%	35	125	28%	-0.78
March 2012		39	104	38%	48.41%	37	120	31%	1.08	(0.45)
February 2012		48	188	26%	43.60%	49	224	22%	0.89	(0.54)
January 2012		36	130	28%	44.75%	71	195	36%	-1.60	(1.97)

	December 2011	50	142	35%	47.76%	53	161	33%	0.42	(0.82)
	November 2011	48	160	30%	45.83%	75	166	45%	-2.75	(2.67)
	October 2011	51	124	41%	49.21%	45	134	34%	1.28	(0.32)
	September 2011	36	111	32%	46.81%	74	195	38%	-0.96	(1.58)
	August 2011	24	117	21%	40.38%	55	170	32%	-2.11	(2.28)
	July 2011	39	124	31%	46.43%	48	176	27%	0.80	(0.60)
	June 2011	28	112	25%	43.30%	63	152	41%	-2.68	(2.63)
	May 2011	40	110	36%	48.10%	60	173	35%	0.29	(0.90)
MR-10 Customer and Non-CTLQ Related	April 2012	1	1	100%	0.00%	1	4	25%	1.55	(0.85)
Trouble Reports Unbundled Loop - DS3	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Capable Parity	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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
MR-10 Customer and Non-CTLQ Related	April 2012	4	8	50%	50.00%	35	125	28%	1.34	(0.43)
Trouble Reports Unbundled Loop - XDSL	March 2012	0	3	0%	0.00%	37	120	31%	-1.14	(1.69)
Parity	February 2012	2	9	22%	41.57%	49	224	22%	0.02	(1.19)
	January 2012	2	2	100%	0.00%	71	195	36%	1.86	(0.33)
	December 2011	2	3	67%	47.14%	53	161	33%	1.23	(0.61)
	November 2011	0	2	0%	0.00%	75	166	45%	-1.28	(1.78)
	October 2011	0	1	0%	0.00%	44	132	33%	-0.70	(1.43)
	September 2011	0	3	0%	0.00%	74	195	38%	-1.34	(1.82)
	August 2011	1	3	33%	47.14%	55	170	32%	0.04	(1.31)
	July 2011	1	1	100%	0.00%	48	176	27%	1.63	(0.64)
	June 2011	1	2	50%	50.00%	63	152	41%	0.24	(1.25)
	May 2011	3	6	50%	50.00%	60	173	35%	0.78	(0.77)
MR-10 Customer and Non-CTLQ Related	April 2012	154	304	51%	50.00%	3260	11026	30%	7.95	3.57
Trouble Reports Unbundled Loop Analog	March 2012	129	276	47%	49.89%	3497	12150	29%	6.52	2.75
Parity	February 2012	173	370	47%	49.89%	4306	16251	27%	8.73	3.83
	January 2012	135	278	49%	49.98%	3590	11491	31%	6.16	2.57
	December 2011	202	322	63%	48.35%	3912	12191	32%	11.63	3.83
	November 2011	146	293	50%	50.00%	3840	12153	32%	6.63	2.85
	October 2011	158	313	50%	50.00%	3433	10753	32%	6.94	3.03
	September 2011	125	311	40%	49.03%	3527	11756	30%	3.87	1.26
	August 2011	129	284	45%	49.79%	3491	11045	32%	4.94	1.88
	July 2011	134	306	44%	49.61%	3417	11568	30%	5.39	2.13
	June 2011	136	302	45%	49.75%	3495	11462	30%	5.42	2.15
	May 2011	162	307	53%	49.92%	3681	11109	33%	7.21	3.20
MR-10 Customer and Non-CTLQ Related	April 2012	1	1	100%	0.00%	4	13	31%	1.45	(0.78)
Trouble Reports Unbundled Loop ISDN	March 2012	2	3	67%	47.14%	7	14	50%	0.52	(1.07)
Capable Parity	February 2012	3	4	75%	43.30%	3	10	30%	1.66	(0.43)
	January 2012	0	1	0%	0.00%	1	6	17%	-0.41	(1.25)
	December 2011	1	2	50%	50.00%	4	6	67%	-0.43	(1.26)

	November 2011	0	1	0%	0.00%	5	16	31%	-0.65	(1.40)
	October 2011	1	2	50%	50.00%	2	5	40%	0.24	(1.34)
	September 2011	2	4	50%	50.00%	4	9	44%	0.19	(1.25)
	August 2011	3	6	50%	50.00%	6	12	50%	0.00	(1.00)
	July 2011	3	4	75%	43.30%	4	9	44%	1.02	(0.75)
	June 2011	2	6	33%	47.14%	5	15	33%	0.00	(1.00)
	May 2011	2	3	67%	47.14%	5	24	21%	1.84	(0.38)
MR-10 Customer and Non-CTLQ Related Trouble Reports UNE - P (POTS) Parity	April 2012	2	3	67%	47.14%	3260	11026	30%	1.41	(0.51)
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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
MR-11B LNP Trouble Reports Cleared within 48 Hours - All Volumes LNP Parity 0.95	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	1	1	100%	0.00%	676	685	99%	-0.12	(1.07)
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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
MR-2 Calls Answered within 20 seconds - Interconnect Repair Center All Parity	April 2012	6061	7341	83%	37.94%	159111	208409	76%	-12.32	(8.49)
	March 2012	6013	6878	87%	33.16%	152655	181538	84%	-7.42	(5.51)
	February 2012	6154	7128	86%	34.35%	163638	213425	77%	-18.98	(12.54)
	January 2012	7129	8342	85%	35.25%	146468	211961	69%	-31.71	(20.28)
	December 2011	6503	7886	82%	38.03%	163123	223579	73%	-18.67	(12.35)
	November 2011	8700	10055	87%	34.15%	184823	237839	78%	-20.80	(13.65)
	October 2011	8589	10236	84%	36.74%	184172	246968	75%	-21.26	(13.92)
	September 2011	10738	11621	92%	26.50%	223185	282452	79%	-34.73	(22.11)
	August 2011	10308	12277	84%	36.70%	206428	290479	71%	-30.87	(19.77)
	July 2011	10014	11475	87%	33.33%	213671	252729	85%	-7.89	(5.80)
	June 2011	9363	10454	90%	30.57%	198810	236734	84%	-15.23	(10.26)
	May 2011	8469	9413	90%	30.04%	201452	236745	85%	-13.03	(8.92)
MR-3A Out of Service Cleared within 24 Hours Basic Rate ISDN Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	4	4	100%	0.00	0.00
	May 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-3A Out of Service Cleared within 24 Hours Business Parity	April 2012	1	2	50%	50.00%	189	256	74%	0.76	(0.94)
	March 2012	2	2	100%	0.00%	132	232	57%	-1.23	(1.75)
	February 2012	1	1	100%	0.00%	204	427	48%	-1.04	(1.63)
	January 2012	2	3	67%	47.14%	178	257	69%	0.10	(1.27)
	December 2011	3	3	100%	0.00%	169	248	68%	-1.18	(1.72)
	November 2011	0	1	0%	0.00%	168	270	62%	1.28	(0.81)
	October 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	September 2011	2	2	100%	0.00%	195	269	72%	-0.87	(1.53)
	August 2011	1	2	50%	50.00%	367	475	77%	0.92	(0.85)
	July 2011	5	6	83%	37.27%	398	471	85%	0.08	(1.22)
	June 2011	3	3	100%	0.00%	516	607	85%	-0.73	(1.44)
	May 2011	2	2	100%	0.00%	419	607	69%	-0.95	(1.57)
MR-3A Out of Service Cleared within 24 Hours Centrex 21 Parity	April 2012	1	1	100%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	1	1	100%	0.00%	2	3	67%	-0.61	(1.37)
	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%	6	11	55%	-0.87	(1.53)
MR-3A Out of Service Cleared within 24 Hours Line Sharing Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	1	1	100%	0.00%	1045	1938	54%	-0.92	(1.56)
	February 2012	1	1	100%	0.00%	1296	3465	37%	-1.29	(1.79)
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	0	1	0%	0.00%	1269	2136	59%	1.21	(0.86)
	November 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	October 2011	1	1	100%	0.00%	1261	1905	66%	-0.71	(1.43)
	September 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	August 2011	3	3	100%	0.00%	2671	3628	74%	-1.04	(1.63)
	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	3	0%	0.00%	2810	3992	70%	2.67	0.18
MR-3A Out of Service Cleared within 24 Hours Line Splitting Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	0	1	0%	0.00%	1269	2136	59%	1.21	(0.86)
	November 2011	1	1	100%	0.00%	1229	2051	60%	-0.82	(1.50)
	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%	3001	3667	82%	-0.67	(1.40)
	June 2011	1	2	50%	50.00%	3313	4157	80%	1.04	(0.79)
	May 2011	1	1	100%	0.00%	2810	3992	70%	-0.65	(1.39)
MR-3A Out of Service Cleared within 24 Hours PBX Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	3	3	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	1	1	100%	0.00%	1	1	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	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-3A Out of Service Cleared within 24 Hours Residence Parity	April 2012	3	4	75%	43.30%	1088	1681	65%	-0.43	(1.26)
	March 2012	1	2	50%	50.00%	913	1706	54%	0.10	(1.34)
	February 2012	2	6	33%	47.14%	1092	3038	36%	0.13	(1.20)
	January 2012	0	1	0%	0.00%	1271	1889	67%	1.43	(0.73)
	December 2011	1	2	50%	50.00%	1100	1888	58%	0.24	(1.25)
	November 2011	2	5	40%	48.99%	1061	1781	60%	0.89	(0.73)
	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	3	3	100%	0.00%	2304	3153	73%	-1.05	(1.64)
	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
MR-3A Out of Service Cleared within 24 Hours UNE - P (POTS) Parity	April 2012	1	1	100%	0.00%	1277	1937	66%	-0.72	(1.44)
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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
MR-3B Out of Service Cleared within 24 Hours Business Parity	April 2012	0	1	0%	0.00%	43	52	83%	2.17	(0.46)
	March 2012	1	1	100%	0.00%	49	68	72%	-0.62	(1.38)
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	98	140	70%	-0.65	(1.40)	
	July 2011	2	2	100%	0.00%	101	123	82%	-0.65	(1.40)	
	June 2011	1	2	50%	50.00%	111	148	75%	0.81	(0.91)	
	May 2011	1	1	100%	0.00%	107	129	83%	-0.45	(1.27)	
MR-3B Out of Service Cleared within 24 Hours Line Sharing Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	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	1	0%	0.00%	767	1012	76%	1.77	(0.58)	
	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	
	MR-3B Out of Service Cleared within 24 Hours PBX Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00	
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		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		3	3	100%	0.00%	4	6	67%	-1.00	(1.61)	
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		0	0	0%	0.00%	0	0	0%	0.00	0.00	
MR-3B Out of Service Cleared within 24 Hours Residence Parity		April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	January 2012	0	1	0%	0.00%	230	328	70%	1.53	(0.68)	
	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	1	1	100%	0.00%	666	889	75%	-0.58	(1.35)	
	June 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	May 2011	0	1	0%	0.00%	717	954	75%	1.74	(0.59)	
	MR-3C Out of Service Cleared within 24 Hours Business Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00	
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%	36	38	95%	-0.23	(1.14)	
	May 2011	1	1	100%	0.00%	44	50	88%	-0.37	(1.22)	
MR-3C Out of Service Cleared within 24 Hours Line Sharing Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	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	2	2	100%	0.00%	257	283	91%	-0.45	(1.27)	
	May 2011	1	1	100%	0.00%	234	257	91%	-0.31	(1.19)	
	MR-3C Out of Service Cleared within 24 Hours Line Splitting Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00	
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%	286	313	91%	-0.31	(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	
MR-3C Out of Service Cleared within 24 Hours PBX Parity		April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	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	1	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	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	April 2012	19	19	100%	0.00%	6	6	100%	0.00	0.00
		March 2012	11	11	100%	0.00%	6	6	100%	0.00	0.00
February 2012		19	19	100%	0.00%	6	6	100%	0.00	0.00	
January 2012		13	13	100%	0.00%	5	5	100%	0.00	0.00	
December 2011		20	20	100%	0.00%	1	1	100%	0.00	0.00	
November 2011		22	22	100%	0.00%	11	11	100%	0.00	0.00	
October 2011		12	12	100%	0.00%	2	2	100%	0.00	0.00	
September 2011		37	37	100%	0.00%	4	4	100%	0.00	0.00	
August 2011		19	20	95%	21.79%	6	6	100%	0.00	(1.45)	
July 2011		33	33	100%	0.00%	5	5	100%	0.00	0.00	

	June 2011	34	34	100%	0.00%	9	9	100%	0.00	0.00
	May 2011	32	32	100%	0.00%	15	15	100%	0.00	0.00
MR-3D Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity	April 2012	12	13	92%	26.65%	6	6	100%	0.00	(1.29)
	March 2012	8	8	100%	0.00%	6	6	100%	0.00	0.00
	February 2012	11	11	100%	0.00%	6	6	100%	0.00	0.00
	January 2012	12	12	100%	0.00%	5	5	100%	0.00	0.00
	December 2011	15	15	100%	0.00%	1	1	100%	0.00	0.00
	November 2011	8	9	89%	31.43%	11	11	100%	0.00	(0.92)
	October 2011	9	9	100%	0.00%	2	2	100%	0.00	0.00
	September 2011	14	14	100%	0.00%	4	4	100%	0.00	0.00
	August 2011	14	14	100%	0.00%	6	6	100%	0.00	0.00
	July 2011	18	18	100%	0.00%	5	5	100%	0.00	0.00
	June 2011	14	14	100%	0.00%	9	9	100%	0.00	0.00
	May 2011	22	22	100%	0.00%	15	15	100%	0.00	0.00
MR-3D Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi Parity	April 2012	2	2	100%	0.00%	43	43	100%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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	1	1	100%	0.00%	40	40	100%	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
MR-3D Out of Service Cleared within 24 Hours Unbundled Loop Analog Parity	April 2012	65	67	97%	17.02%	1337	2001	67%	-5.16	(4.14)
	March 2012	69	80	86%	34.44%	1084	1983	55%	-5.56	(4.38)
	February 2012	72	85	85%	35.99%	1332	3530	38%	-8.83	(6.37)
	January 2012	91	93	98%	14.51%	1493	2199	68%	-6.06	(4.68)
	December 2011	69	71	97%	16.55%	1315	2187	60%	-6.28	(4.82)
	November 2011	87	90	97%	17.95%	1274	2100	61%	-6.85	(5.16)
	October 2011	107	109	98%	13.42%	1316	1966	67%	-6.75	(5.10)
	September 2011	110	110	100%	0.00%	1412	1943	73%	-6.26	(4.80)
	August 2011	79	82	96%	18.77%	2853	3833	74%	-4.50	(3.74)
	July 2011	109	111	98%	13.30%	3192	3876	82%	-4.32	(3.62)
	June 2011	106	107	99%	9.62%	3533	4394	80%	-4.80	(3.92)
	May 2011	94	94	100%	0.00%	3007	4207	71%	-6.06	(4.68)
MR-3D Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	4	4	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	1	1	100%	0.00%	9	9	100%	0.00	0.00	

	May 2011	1	1	100%	0.00%	15	15	100%	0.00	0.00
MR-3E Out of Service Cleared within 24	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Hours Unbundled Loop - 2 Wire Non-Loaded	March 2012	2	2	100%	0.00%	1	1	100%	0.00	0.00
Parity	February 2012	2	2	100%	0.00%	1	1	100%	0.00	0.00
	January 2012	2	2	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	1	1	100%	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%	1	1	100%	0.00	0.00
	September 2011	1	1	100%	0.00%	1	1	100%	0.00	0.00
	August 2011	2	2	100%	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	2	2	100%	0.00%	1	1	100%	0.00	0.00
	May 2011	2	2	100%	0.00%	3	4	75%	-0.67	(1.41)
MR-3E Out of Service Cleared within 24	April 2012	2	2	100%	0.00%	3	3	100%	0.00	0.00
Hours Unbundled Loop - ADSL Qualified	March 2012	1	1	100%	0.00%	1	1	100%	0.00	0.00
Parity	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	1	1	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	1	1	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	2	2	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	2	2	100%	0.00%	1	1	100%	0.00	0.00
	May 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-3E Out of Service Cleared within 24	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Hours Unbundled Loop - XDSLi Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	62	63	98%	-0.13	(1.08)
	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
MR-3E Out of Service Cleared within 24	April 2012	7	8	88%	33.07%	283	355	80%	-0.54	(1.33)
Hours Unbundled Loop Analog Parity	March 2012	13	13	100%	0.00%	303	417	73%	-2.18	(2.32)
	February 2012	20	24	83%	37.27%	286	497	58%	-2.50	(2.52)
	January 2012	9	9	100%	0.00%	272	385	71%	-1.91	(2.16)
	December 2011	3	4	75%	43.30%	278	437	64%	-0.47	(1.29)
	November 2011	4	4	100%	0.00%	311	443	70%	-1.30	(1.79)
	October 2011	10	10	100%	0.00%	328	422	78%	-1.67	(2.02)
	September 2011	11	12	92%	27.64%	390	527	74%	-1.38	(1.84)
	August 2011	16	17	94%	23.53%	878	1190	74%	-1.89	(2.15)
	July 2011	8	8	100%	0.00%	872	1125	78%	-1.52	(1.92)
	June 2011	25	27	93%	26.19%	852	1163	73%	-2.24	(2.36)
	May 2011	15	15	100%	0.00%	861	1125	77%	-2.13	(2.30)

MR-3E Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	December 2011	1	1	100%	0.00%	1	1	100%	0.00	0.00	
	November 2011	1	1	100%	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	3	3	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	2	2	100%	0.00%	1	1	100%	0.00	0.00	
	May 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	MR-4A All Troubles Cleared within 48 Hours Basic Rate ISDN Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00	
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%	4	4	100%	0.00	0.00	
May 2011		0	0	0%	0.00%	0	0	0%	0.00	0.00	
MR-4A All Troubles Cleared within 48 Hours Business Parity		April 2012	2	2	100%	0.00%	636	687	93%	-0.40	(1.24)
		March 2012	2	3	67%	47.14%	618	732	84%	0.85	(0.85)
	February 2012	4	5	80%	40.00%	726	1068	68%	-0.57	(1.35)	
	January 2012	6	6	100%	0.00%	611	648	94%	-0.60	(1.36)	
	December 2011	7	7	100%	0.00%	607	668	91%	-0.83	(1.51)	
	November 2011	1	1	100%	0.00%	699	747	94%	-0.26	(1.16)	
	October 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00	
	September 2011	5	5	100%	0.00%	675	706	96%	-0.48	(1.29)	
	August 2011	3	3	100%	0.00%	582	601	97%	-0.31	(1.19)	
	July 2011	6	7	86%	34.99%	647	669	97%	1.62	(0.52)	
	June 2011	4	4	100%	0.00%	707	727	97%	-0.34	(1.20)	
	May 2011	2	2	100%	0.00%	653	700	93%	-0.38	(1.23)	
	MR-4A All Troubles Cleared within 48 Hours Centrex Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
February 2012		0	0	0%	0.00%	0	0	0%	0.00	0.00	
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%	18	19	95%	-0.23	(1.14)	
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	
MR-4A All Troubles Cleared within 48		April 2012	1	1	100%	0.00%	8	8	100%	0.00	0.00

	February 2012	4	7	57%	49.49%	4861	8094	60%	0.16	(1.12)
	January 2012	1	2	50%	50.00%	4628	5031	92%	2.19	(0.38)
	December 2011	3	4	75%	43.30%	4387	5208	84%	0.51	(1.00)
	November 2011	8	8	100%	0.00%	4600	5032	91%	-0.87	(1.53)
	October 2011	4	4	100%	0.00%	3984	4271	93%	-0.54	(1.33)
	September 2011	1	1	100%	0.00%	4342	4584	95%	-0.24	(1.14)
	August 2011	3	3	100%	0.00%	4132	4304	96%	-0.35	(1.21)
	July 2011	2	2	100%	0.00%	4577	4757	96%	-0.28	(1.17)
	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
MR-4A All Troubles Cleared within 48 Hours UNE - P (POTS) Parity	April 2012	1	1	100%	0.00%	4906	5422	90%	-0.32	(1.20)
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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
MR-4B All Troubles Cleared within 48 Hours Business Parity	April 2012	1	1	100%	0.00%	162	179	91%	-0.32	(1.20)
	March 2012	2	2	100%	0.00%	165	189	87%	-0.54	(1.33)
	February 2012	1	1	100%	0.00%	153	194	79%	-0.52	(1.31)
	January 2012	1	1	100%	0.00%	133	145	92%	-0.30	(1.18)
	December 2011	1	1	100%	0.00%	151	175	86%	-0.40	(1.24)
	November 2011	3	3	100%	0.00%	175	187	94%	-0.45	(1.27)
	October 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	September 2011	1	1	100%	0.00%	200	221	91%	-0.32	(1.20)
	August 2011	1	1	100%	0.00%	171	182	94%	-0.25	(1.15)
	July 2011	2	2	100%	0.00%	164	171	96%	-0.29	(1.18)
	June 2011	2	2	100%	0.00%	166	174	95%	-0.31	(1.19)
	May 2011	1	1	100%	0.00%	139	146	95%	-0.22	(1.14)
MR-4B All Troubles Cleared within 48 Hours Line Sharing Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	1339	1456	92%	-0.30	(1.18)
	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
MR-4B All Troubles Cleared within 48 Hours PBX Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00

	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	1	1	100%	0.00%	1	1	100%	0.00	0.00
	September 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	August 2011	3	3	100%	0.00%	6	6	100%	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	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-4B All Troubles Cleared within 48 Hours Residence Parity	April 2012	2	2	100%	0.00%	1038	1141	91%	-0.45	(1.27)
	March 2012	0	1	0%	0.00%	1062	1208	88%	2.70	(0.29)
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	2	2	100%	0.00%	954	1054	91%	-0.46	(1.28)
	December 2011	1	1	100%	0.00%	957	1172	82%	-0.47	(1.29)
	November 2011	0	1	0%	0.00%	1096	1237	89%	2.79	(0.27)
	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%	1175	1285	91%	-0.31	(1.19)
	June 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	May 2011	1	1	100%	0.00%	1077	1171	92%	-0.30	(1.18)
MR-4B All Troubles Cleared within 48 Hours Sub-Loop Unbundling Diagnostic	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	0	0	0%	0.00	0.00
	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
MR-4C All Troubles Cleared within 48 Hours Business Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	159	169	94%	-0.25	(1.15)
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	3	3	100%	0.00%	138	138	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	2	2	100%	0.00%	190	193	98%	-0.18	(1.11)
	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%	142	145	98%	-0.20	(1.12)
	May 2011	1	1	100%	0.00%	146	147	99%	-0.08	(1.05)
MR-4C All Troubles Cleared within 48 Hours Centrex 21 Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	2	2	100%	0.00	0.00
	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
MR-4C All Troubles Cleared within 48 Hours Line Sharing Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	757	764	99%	-0.10	(1.06)
	November 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	October 2011	1	1	100%	0.00%	781	798	98%	-0.15	(1.09)
	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%	876	889	99%	-0.17	(1.10)
	May 2011	1	1	100%	0.00%	799	808	99%	-0.11	(1.06)
MR-4C All Troubles Cleared within 48 Hours Line Splitting Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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	2	2	100%	0.00%	781	798	98%	-0.21	(1.13)
	September 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	August 2011	1	1	100%	0.00%	822	833	99%	-0.12	(1.07)
	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%	799	808	99%	-0.11	(1.06)
MR-4C All Troubles Cleared within 48 Hours PBX Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	2	2	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	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-4C All Troubles Cleared within 48 Hours Residence Parity	April 2012	1	2	50%	50.00%	625	635	98%	5.49	0.11
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	2	2	100%	0.00%	619	626	99%	-0.15	(1.09)

	November 2011	3	3	100%	0.00%	615	621	99%	-0.17	(1.10)
	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%	698	712	98%	-0.14	(1.09)
	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
MR-4D All Troubles Cleared within 48	April 2012	26	26	100%	0.00%	6	6	100%	0.00	0.00
Hours Unbundled Loop - 2 Wire Non-Loaded Parity	March 2012	19	19	100%	0.00%	6	6	100%	0.00	0.00
	February 2012	26	26	100%	0.00%	6	6	100%	0.00	0.00
	January 2012	27	27	100%	0.00%	5	5	100%	0.00	0.00
	December 2011	31	31	100%	0.00%	1	1	100%	0.00	0.00
	November 2011	34	34	100%	0.00%	11	11	100%	0.00	0.00
	October 2011	25	25	100%	0.00%	2	2	100%	0.00	0.00
	September 2011	49	49	100%	0.00%	4	4	100%	0.00	0.00
	August 2011	29	29	100%	0.00%	6	6	100%	0.00	0.00
	July 2011	43	43	100%	0.00%	5	5	100%	0.00	0.00
	June 2011	46	46	100%	0.00%	9	9	100%	0.00	0.00
	May 2011	49	49	100%	0.00%	15	15	100%	0.00	0.00
MR-4D All Troubles Cleared within 48	April 2012	25	25	100%	0.00%	6	6	100%	0.00	0.00
Hours Unbundled Loop - ADSL Qualified Parity	March 2012	11	11	100%	0.00%	6	6	100%	0.00	0.00
	February 2012	15	15	100%	0.00%	6	6	100%	0.00	0.00
	January 2012	15	15	100%	0.00%	5	5	100%	0.00	0.00
	December 2011	22	22	100%	0.00%	1	1	100%	0.00	0.00
	November 2011	12	13	92%	26.65%	11	11	100%	0.00	(1.06)
	October 2011	9	9	100%	0.00%	2	2	100%	0.00	0.00
	September 2011	17	17	100%	0.00%	4	4	100%	0.00	0.00
	August 2011	15	15	100%	0.00%	6	6	100%	0.00	0.00
	July 2011	19	19	100%	0.00%	5	5	100%	0.00	0.00
	June 2011	20	20	100%	0.00%	9	9	100%	0.00	0.00
	May 2011	23	23	100%	0.00%	15	15	100%	0.00	0.00
MR-4D All Troubles Cleared within 48	April 2012	4	4	100%	0.00%	43	43	100%	0.00	0.00
Hours Unbundled Loop - XDSLi Parity	March 2012	3	3	100%	0.00%	48	48	100%	0.00	0.00
	February 2012	4	4	100%	0.00%	85	85	100%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	58	58	100%	0.00	0.00
	November 2011	2	2	100%	0.00%	47	47	100%	0.00	0.00
	October 2011	1	1	100%	0.00%	40	40	100%	0.00	0.00
	September 2011	2	2	100%	0.00%	46	46	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	1	1	100%	0.00%	46	46	100%	0.00	0.00
	May 2011	1	1	100%	0.00%	53	53	100%	0.00	0.00
MR-4D All Troubles Cleared within 48	April 2012	136	136	100%	0.00%	5530	6057	91%	-3.56	(3.16)
Hours Unbundled Loop Analog Parity	March 2012	127	131	97%	17.21%	5577	6853	81%	-4.53	(3.76)
	February 2012	158	159	99%	7.91%	6190	9850	63%	-9.46	(6.75)
	January 2012	128	128	100%	0.00%	5877	6328	93%	-3.10	(2.89)
	December 2011	114	114	100%	0.00%	5645	6531	86%	-4.19	(3.55)
	November 2011	140	140	100%	0.00%	5959	6443	92%	-3.34	(3.03)

	October 2011	140	141	99%	8.39%	5248	5586	94%	-2.63	(2.60)
	September 2011	172	172	100%	0.00%	5830	6110	95%	-2.83	(2.72)
	August 2011	126	126	100%	0.00%	5316	5516	96%	-2.15	(2.31)
	July 2011	157	158	99%	7.93%	5871	6083	97%	-1.93	(2.17)
	June 2011	138	138	100%	0.00%	5734	5983	96%	-2.42	(2.47)
	May 2011	125	125	100%	0.00%	5315	5595	95%	-2.54	(2.54)
MR-4D All Troubles Cleared within 48	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Hours Unbundled Loop ISDN Capable Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	6	6	100%	0.00	0.00
	January 2012	1	1	100%	0.00%	5	5	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	1	1	100%	0.00%	2	2	100%	0.00	0.00
	September 2011	1	1	100%	0.00%	4	4	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	2	2	100%	0.00%	9	9	100%	0.00	0.00
	May 2011	1	1	100%	0.00%	15	15	100%	0.00	0.00
MR-4E All Troubles Cleared within 48	April 2012	2	2	100%	0.00%	3	3	100%	0.00	0.00
Hours Unbundled Loop - 2 Wire Non-Loaded Parity	March 2012	2	2	100%	0.00%	1	1	100%	0.00	0.00
	February 2012	2	2	100%	0.00%	1	1	100%	0.00	0.00
	January 2012	3	3	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	3	3	100%	0.00%	1	1	100%	0.00	0.00
	November 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	October 2011	3	3	100%	0.00%	1	1	100%	0.00	0.00
	September 2011	3	3	100%	0.00%	1	1	100%	0.00	0.00
	August 2011	4	4	100%	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	3	3	100%	0.00%	1	1	100%	0.00	0.00
	May 2011	2	2	100%	0.00%	4	4	100%	0.00	0.00
MR-4E All Troubles Cleared within 48	April 2012	2	2	100%	0.00%	3	3	100%	0.00	0.00
Hours Unbundled Loop - ADSL Qualified Parity	March 2012	1	1	100%	0.00%	1	1	100%	0.00	0.00
	February 2012	1	1	100%	0.00%	1	1	100%	0.00	0.00
	January 2012	1	1	100%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	1	1	100%	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%	1	1	100%	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%	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%	1	1	100%	0.00	0.00
	May 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-4E All Troubles Cleared within 48	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Hours Unbundled Loop - XDSLi Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	3	3	100%	0.00%	89	90	99%	-0.18	(1.11)
	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%	75	75	100%	0.00	0.00
	August 2011	2	2	100%	0.00%	62	63	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%	59	60	98%	-0.18	(1.11)
MR-4E All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity	April 2012	14	14	100%	0.00%	1307	1428	92%	-1.13	(1.69)
	March 2012	16	16	100%	0.00%	1321	1493	88%	-1.44	(1.87)
	February 2012	37	38	97%	16.01%	1456	1801	81%	-2.56	(2.56)
	January 2012	15	15	100%	0.00%	1197	1311	91%	-1.19	(1.72)
	December 2011	6	6	100%	0.00%	1214	1456	83%	-1.09	(1.66)
	November 2011	7	7	100%	0.00%	1402	1559	90%	-0.88	(1.54)
	October 2011	14	14	100%	0.00%	1288	1429	90%	-1.23	(1.75)
	September 2011	14	14	100%	0.00%	1590	1761	90%	-1.22	(1.74)
	August 2011	29	29	100%	0.00%	1553	1690	92%	-1.59	(1.96)
	July 2011	14	14	100%	0.00%	1541	1665	93%	-1.06	(1.64)
	June 2011	27	28	96%	18.56%	1449	1581	92%	-0.91	(1.55)
	May 2011	20	20	100%	0.00%	1363	1469	93%	-1.24	(1.75)
MR-4E All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	1	1	100%	0.00%	1	1	100%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	1	1	100%	0.00	0.00
	November 2011	1	1	100%	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	3	3	100%	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	2	2	100%	0.00%	1	1	100%	0.00	0.00
	May 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-5A All Troubles Cleared within 4 Hours DS0 Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0.00%	55	96	57%	1.15	(0.90)
	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
MR-5A All Troubles Cleared within 4 Hours DS1 Parity	April 2012	4	4	100%	0.00%	32	43	74%	-1.12	(1.68)
	March 2012	2	2	100%	0.00%	36	48	75%	-0.80	(1.49)
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	5	5	100%	0.00%	38	52	73%	-1.30	(1.79)
	December 2011	2	3	67%	47.14%	52	58	90%	1.27	(0.70)
	November 2011	1	1	100%	0.00%	33	47	70%	-0.64	(1.39)
	October 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	September 2011	1	4	25%	43.30%	38	46	83%	2.92	0.15

	August 2011	1	1	100%	0.00%	45	52	87%	-0.39	(1.24)
	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%	38	53	72%	1.58	(0.67)
MR-5A All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
DS3 Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	2	2	100%	0.00	0.00
	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
MR-5A All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS0 Capable	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Diagnostic	February 2012	1	1	100%	0.00%	0	0	0%	0.00	0.00
	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	1	0%	0.00%	0	0	0%	0.00	0.00
	October 2011	2	2	100%	0.00%	0	0	0%	0.00	0.00
	September 2011	0	1	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
MR-5A All Troubles Cleared within 4 Hours	April 2012	34	40	85%	35.71%	32	43	74%	-1.10	(1.67)
Enhanced Extended Loops - DS1 Capable	March 2012	18	23	78%	41.25%	36	48	75%	-0.30	(1.18)
Parity	February 2012	77	107	72%	44.92%	56	85	66%	-0.88	(1.54)
	January 2012	35	47	74%	43.60%	38	52	73%	-0.16	(1.09)
	December 2011	38	43	88%	32.06%	52	58	90%	0.21	(1.06)
	November 2011	39	43	91%	29.05%	33	47	70%	-2.12	(2.29)
	October 2011	35	41	85%	35.34%	33	40	83%	-0.34	(1.21)
	September 2011	35	42	83%	37.27%	38	46	83%	-0.09	(1.05)
	August 2011	37	47	79%	40.93%	45	52	87%	1.14	(0.54)
	July 2011	38	47	81%	39.35%	56	65	86%	0.80	(0.70)
	June 2011	34	42	81%	39.27%	35	46	76%	-0.53	(1.32)
	May 2011	50	60	83%	37.27%	38	53	72%	-1.37	(1.83)
MR-5A All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS3 Capable	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Parity	February 2012	1	1	100%	0.00%	0	0	0%	0.00	0.00
	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	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	1	1	100%	0.00%	0	0	0%	0.00	0.00
MR-5A All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
Frame Relay Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	5	8	63%	-0.73	(1.44)
	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
MR-5A All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
LIS Trunk Parity	March 2012	2	2	100%	0.00%	1	1	100%	0.00	0.00
	February 2012	1	1	100%	0.00%	1	1	100%	0.00	0.00
	January 2012	2	3	67%	47.14%	2	2	100%	0.00	(1.15)
	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%	1	1	100%	0.00	0.00
	September 2011	1	2	50%	50.00%	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%	0	0	0%	0.00	0.00
MR-5A All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
UDIT Above DS1 Level Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	2	2	100%	0.00	0.00
	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	1	1	100%	0.00%	2	3	67%	-0.61	(1.37)
	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%	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
MR-5A All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
UDIT DS1 Parity	March 2012	2	2	100%	0.00%	36	48	75%	-0.80	(1.49)
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	38	53	72%	-0.62	(1.38)
MR-5A All Troubles Cleared within 4 Hours	April 2012	68	82	83%	37.63%	32	43	74%	-1.04	(1.63)
Unbundled Loop - DS1 Capable Parity	March 2012	44	52	85%	36.08%	36	48	75%	-1.11	(1.67)
	February 2012	86	114	75%	43.05%	56	85	66%	-1.41	(1.86)
	January 2012	63	82	77%	42.19%	38	52	73%	-0.48	(1.29)
	December 2011	69	77	90%	30.51%	52	58	90%	0.01	(1.17)
	November 2011	82	100	82%	38.42%	33	47	70%	-1.46	(1.89)
	October 2011	52	62	84%	36.78%	34	41	83%	-0.12	(1.08)
	September 2011	45	60	75%	43.30%	38	46	83%	1.02	(0.57)
	August 2011	64	78	82%	38.38%	45	52	87%	0.73	(0.74)
	July 2011	55	69	80%	40.22%	56	65	86%	1.08	(0.54)
	June 2011	57	72	79%	40.61%	35	46	76%	-0.38	(1.23)
	May 2011	52	58	90%	30.45%	38	53	72%	-2.10	(2.28)
MR-5B All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
DS0 Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	52	72	72%	1.60	(0.66)
	May 2011	1	1	100%	0.00%	48	65	74%	-0.59	(1.36)
MR-5B All Troubles Cleared within 4 Hours	April 2012	1	1	100%	0.00%	37	47	79%	-0.51	(1.31)
DS1 Parity	March 2012	1	1	100%	0.00%	25	35	71%	-0.62	(1.38)
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	45	63	71%	-0.63	(1.38)
	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
MR-5B All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
E911 Parity	March 2012	1	1	100%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	1	100%	0.00%	1	1	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	0	0	0%	0.00%	0	0	0%	0.00	0.00
MR-5B All Troubles Cleared within 4 Hours	April 2012	13	16	81%	39.03%	37	47	79%	-0.21	(1.13)
Enhanced Extended Loops - DS1 Capable	March 2012	7	9	78%	41.57%	25	35	71%	-0.38	(1.23)
Parity	February 2012	15	29	52%	49.97%	69	90	77%	2.76	0.39
	January 2012	15	19	79%	40.77%	56	72	78%	-0.11	(1.07)
	December 2011	14	17	82%	38.12%	33	50	66%	-1.23	(1.75)
	November 2011	21	23	91%	28.18%	37	44	84%	-0.77	(1.47)
	October 2011	15	16	94%	24.21%	40	48	83%	-0.97	(1.59)
	September 2011	25	31	81%	39.51%	59	75	79%	-0.23	(1.14)
	August 2011	13	14	93%	25.75%	45	63	71%	-1.61	(1.98)
	July 2011	18	19	95%	22.33%	41	63	65%	-2.38	(2.45)
	June 2011	11	17	65%	47.79%	28	43	65%	0.03	(1.16)
	May 2011	19	23	83%	37.90%	41	60	68%	-1.25	(1.76)
MR-5B All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
ISDN Primary Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	31	47	66%	-0.71	(1.43)
	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
MR-5B All Troubles Cleared within 4 Hours	April 2012	2	2	100%	0.00%	0	0	0%	0.00	0.00
LIS Trunk Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	December 2011	1	2	50%	50.00%	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	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
MR-5B All Troubles Cleared within 4 Hours	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
UDIT Above DS1 Level Parity	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0.00%	0	0	0%	0.00	0.00
	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%	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	1	1	100%	0.00%	2	2	100%	0.00	0.00

MR-5B All Troubles Cleared within 4 Hours UDIT DS1 Parity	April 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0.00%	0	0	0%	0.00	0.00
	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%	28	43	65%	-0.72	(1.44)
	May 2011	0	0	0%	0.00%	0	0	0%	0.00	0.00
	MR-5B All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable Parity	April 2012	7	9	78%	41.57%	37	47	79%	0.06
March 2012		12	13	92%	26.65%	25	35	71%	-1.42	(1.87)
February 2012		14	26	54%	49.85%	69	90	77%	2.42	0.21
January 2012		12	12	100%	0.00%	56	72	78%	-1.71	(2.04)
December 2011		11	15	73%	44.22%	33	50	66%	-0.53	(1.32)
November 2011		12	12	100%	0.00%	37	44	84%	-1.34	(1.81)
October 2011		9	11	82%	38.57%	40	48	83%	0.12	(1.16)
September 2011		11	15	73%	44.22%	59	75	79%	0.46	(0.91)
August 2011		12	15	80%	40.00%	45	63	71%	-0.66	(1.40)
July 2011		11	16	69%	46.35%	41	63	65%	-0.28	(1.17)
June 2011		11	12	92%	27.64%	28	43	65%	-1.71	(2.04)
May 2011		10	12	83%	37.27%	41	60	68%	-1.02	(1.62)
MR-6A Mean Time to Restore Basic Rate ISDN Parity		April 2012	0	0	00:00	0.00%	0	0	00:00	0.00
	March 2012	0	0	00:00	0.00%	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0.00%	0	0	00:00	0.00	0.00
	January 2012	0.27986111	1	06:43	0.00%	0.353472222	2	04:14	1.35	(0.59)
	December 2011	0	0	00:00	0.00%	0	0	00:00	0.00	0.00
	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	0.07638889	1	01:50	0.00%	0.550694444	4	03:18	-0.61	(1.37)
	May 2011	0	0	00:00	0.00%	0	0	00:00	0.00	0.00
	MR-6A Mean Time to Restore Business Parity	April 2012	1.975	2	23:42	25.83%	0	685	21:45	0.14
March 2012		3.21875	3	01:45	87.57%	0	732	06:33	-0.24	(1.14)
February 2012		7.10694444	5	10:07	85.00%	0	1067	19:25	-0.50	(1.31)
January 2012		5.97430556	6	23:54	45.49%	0	648	21:58	0.18	(0.70)
December 2011		3.85902778	7	13:14	40.97%	0	668	23:35	-1.15	(1.70)
November 2011		1.07986111	1	01:55	0.00%	0	746	23:33	0.12	(0.68)
October 2011		0	0	00:00	0.00%	0	0	00:00	0.00	0.00
September 2011		2.22222222	5	10:40	51.32%	0	706	20:35	-1.21	(1.74)
August 2011		2.79722222	3	22:23	9.72%	0	600	17:16	0.64	(0.53)
July 2011		7.85347222	7	02:56	72.15%	410.8375	668	14:46	2.08	0.12
June 2011		4.38541667	4	02:19	45.35%	0	727	14:09	1.68	(0.04)
May 2011		1.01527778	2	12:11	62.64%	0	700	19:48	-0.58	(1.35)
MR-6A Mean Time to Restore Centrex		April 2012	0	0	00:00	0.00%	0	0	00:00	0.00

Parity	March 2012	0	0	00:00	0.00%	0	0	00:00	0.00	0.00	
	February 2012	0	0	00:00	0.00%	0	0	00:00	0.00	0.00	
	January 2012	0	0	00:00	0.00%	0	0	00:00	0.00	0.00	
	December 2011	0	0	00:00	0.00%	0	0	00:00	0.00	0.00	
	November 2011	1.31111111	1	07:28	0.00%	17.27569444	19	21:49	0.61	(0.38)	
	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	0	00:00	0.00%	0	0	00:00	0.00	0.00	
	MR-6A Mean Time to Restore Centrex 21 Parity	April 2012	0.9625	1	23:06	0.00%	6.27569444	8	18:50	0.39	(1.01)
	March 2012	0	0	00:00	0.00%	0	0	00:00	0.00	0.00	
February 2012	0.99930556	1	23:59	0.00%	13.28611111	5	15:46	-0.65	(1.39)		
January 2012	0.91736111	1	22:01	0.00%	6.93194444	8	20:48	0.05	(0.95)		
December 2011	1.10277778	1	02:28	0.00%	9.75486111	10	23:25	0.16	(0.67)		
November 2011	0.89097222	1	21:23	0.00%	4.53263888	5	21:45	-0.23	(1.14)		
October 2011	0	0	00:00	0.00%	0	0	00:00	0.00	0.00		
September 2011	0.11388889	1	02:44	0.00%	10.82638889	10	01:59	-1.33	(1.81)		
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	0.91458333	1	21:57	0.00%	10.76666667	12	21:32	0.02	(0.93)		
MR-6A Mean Time to Restore Line Sharing Parity	April 2012	0	0	00:00	0.00%	0	0	00:00	0.00	0.00	
March 2012	0.63958333	1	15:21	0.00%	0	6264	12:49	-0.54	(1.33)		
February 2012	6.34305556	3	02:45	162.92%	0	9160	01:55	0.03	(0.88)		
January 2012	0.75069444	1	18:01	0.00%	0	5678	23:56	-0.29	(1.18)		
December 2011	1.47708333	1	11:27	0.00%	0	5875	03:52	0.32	(0.56)		
November 2011	4.55277778	4	03:19	53.33%	0	5772	01:49	0.09	(0.79)		
October 2011	0.93819444	1	22:31	0.00%	0	4906	00:06	-0.07	(1.05)		
September 2011	0	0	00:00	0.00%	0	0	00:00	0.00	0.00		
August 2011	2.27708333	3	18:13	31.39%	0	4903	20:31	-0.19	(1.12)		
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	4.41111111	3	11:17	39.72%	0	4936	21:20	1.04	(0.12)		
MR-6A Mean Time to Restore Line Splitting Parity	April 2012	0	0	00:00	0	0	00:00	0.00	0.00		
March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00		
February 2012	2.11319444	1	02:43	0	0	9160	01:55	0.02	(0.76)		
January 2012	1.22083333	1	05:18	0	0	5678	23:56	0.26	(0.52)		
December 2011	1.49097222	1	11:47	0	0	5875	03:52	0.33	(0.56)		
November 2011	0.23888889	1	05:44	0	0	5772	01:49	-0.64	(1.39)		
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	1.05625	2	12:40	0.46319444	0	5418	18:24	-0.29	(1.18)		
June 2011	1.96666667	2	23:36	0.03958333	0	5231	18:48	0.11	(0.50)		
May 2011	0.29166667	1	07:00	0	0	4936	21:20	-0.62	(1.37)		
MR-6A Mean Time to Restore PBX Parity	April 2012	0	0	00:00	0	0	00:00	0.00	0.00		
March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00		

	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	January 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	December 2011	0.15763889	1	03:47	0	7.097916667	7	00:20	-0.57	(1.35)
	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	0.94583333	1	22:42	0	0.934027778	1	22:25	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
MR-6A Mean Time to Restore Residence Parity	April 2012	5.84305556	6	23:22	0.436805556	0	4734	02:25	-0.24	(1.14)
	March 2012	8.49305556	6	09:58	0.883333333	0	5532	13:39	-0.22	(1.14)
	February 2012	19.5368056	7	18:59	2.485416667	0	8093	02:47	0.95	(0.42)
	January 2012	3.95763889	2	23:29	1.417361111	0	5030	00:12	1.67	0.04
	December 2011	6.05208333	4	12:19	1.288888889	0	5207	04:26	0.67	(0.49)
	November 2011	8.6125	8	01:50	0.486111111	0	5026	02:09	-0.03	(1.02)
	October 2011	2.55069444	4	15:18	0.413888889	0	4270	00:18	-0.82	(1.50)
	September 2011	0.86597222	1	20:47	0	0	4584	22:21	-0.09	(1.05)
	August 2011	1.925	3	15:24	0.217361111	0	4303	20:58	-0.45	(1.28)
	July 2011	2.00694444	2	00:05	0.114583333	0	4750	18:54	0.25	(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
MR-6A Mean Time to Restore UNE - P (POTS) Parity	April 2012	0.90763889	1	21:47	0	0	5419	01:50	-0.13	(1.08)
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	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
MR-6B Mean Time to Restore Business Parity	April 2012	1.07847222	1	01:53	0	181.8881944	179	00:23	0.05	(0.51)
	March 2012	1.50138889	2	18:01	0.032638889	180.2416667	189	22:53	-0.26	(1.16)
	February 2012	0.14097222	1	03:23	0	261.0131944	194	08:17	-0.88	(1.54)
	January 2012	0.89791667	1	21:33	0	110.4701389	145	18:17	0.14	(0.71)
	December 2011	0.875	1	21:00	0	163.1055556	173	22:38	-0.07	(1.04)
	November 2011	2.52291667	3	20:11	0.082638889	146.3875	187	18:47	0.15	(0.75)
	October 2011	0	0	00:00	0	0	0	00:00	0.00	0.00
	September 2011	0.10069444	1	02:25	0	203.6659722	221	22:07	-0.78	(1.47)
	August 2011	0.34097222	1	08:11	0	149.5583333	182	19:43	-0.66	(1.40)
	July 2011	1.06875	2	12:49	0.211805556	134.4805556	171	18:52	-0.20	(1.12)
	June 2011	2.03680556	2	00:26	0.122222222	136.1194444	174	18:47	0.40	(0.51)
	May 2011	0.22777778	1	05:28	0	94.15208333	146	15:29	-0.63	(1.38)
MR-6B Mean Time to Restore Line Sharing Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00

	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	1.07847222	1	01:53	0	0	1455	20:34	0.22	(0.49)
	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
MR-6B Mean Time to Restore PBX Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	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	0.30833333	1	07:24	0	0.044444444	1	01:04	0.00	0.00
	September 2011	0	0	00:00	0	0	0	00:00	0.00	0.00
	August 2011	1.14513889	3	09:10	0.441666667	4.393055556	6	17:34	-1.18	(1.72)
	July 2011	0.75277778	2	09:02	0.288888889	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
MR-6B Mean Time to Restore Residence Parity	April 2012	1.17777778	2	14:08	0.570833333	0	1138	22:08	-0.60	(1.36)
	March 2012	2.03472222	1	00:50	0	0	1207	01:38	0.90	(0.18)
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	January 2012	2.56041667	2	06:43	0.406944444	0	1054	22:28	0.53	(0.52)
	December 2011	1.21944444	1	05:16	0	0	1172	05:31	-0.01	(1.00)
	November 2011	2.11944444	1	02:52	0	0	1237	00:52	1.24	(0.21)
	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	0.29305556	1	07:02	0	0	1284	20:47	-0.69	(1.42)
	June 2011	0	0	00:00	0	0	0	00:00	0.00	0.00
	May 2011	1.15416667	1	03:42	0	0	1171	20:30	0.34	(0.47)
MR-6B Mean Time to Restore Sub-Loop Unbundling Diagnostic	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	1.98055556	1	23:32	0	0	0	00:00	0.00	0.00
	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
MR-6C Mean Time to Restore Business Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0.15208333	1	03:39	0	69.64444444	123	13:35	-0.37	(1.22)
	January 2012	0	0	00:00	0	0	0	00:00	0.00	0.00

	December 2011	0.13055556	1	03:08	0	19.09305556	84	05:27	-0.21	(1.13)
	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	0.29861111	2	03:35	0.146527778	41.525	123	08:06	-0.50	(1.30)
	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	0.04583333	1	01:06	0	19.25625	75	06:10	-0.40	(1.24)
	May 2011	0.07847222	1	01:53	0	28.96875	91	07:38	-0.48	(1.29)
MR-6C Mean Time to Restore Centrex 21 Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0.07430556	1	01:47	0	0.292361111	1	07:01	0.00	0.00
	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	0.00069444	1	00:01	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
MR-6C Mean Time to Restore Line Sharing Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	January 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	December 2011	0.20208333	1	04:51	0	146.7472222	413	08:32	-0.29	(1.18)
	November 2011	0	0	00:00	0	0	0	00:00	0.00	0.00
	October 2011	0.05416667	1	01:18	0	230.2944444	467	11:50	-0.63	(1.38)
	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	0.03263889	1	00:47	0	182.4145833	437	10:01	-0.66	(1.40)
	May 2011	0.07847222	1	01:53	0	170.3472222	412	09:55	-0.60	(1.36)
MR-6C Mean Time to Restore Line Splitting Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	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	0.10486111	1	02:31	0	230.2944444	467	11:50	-0.55	(1.34)
	September 2011	0	0	00:00	0	0	0	00:00	0.00	0.00
	August 2011	0.09791667	1	02:21	0	227.8020833	497	11:00	-0.62	(1.38)
	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	0.70902778	1	17:01	0	170.3472222	412	09:55	0.53	(0.60)
MR-6C Mean Time to Restore Residence Parity	April 2012	2.94722222	1	22:44	0	153.9409722	369	10:01	4.18	0.34
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	January 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	December 2011	0.07083333	2	00:51	0.04305556	127.6541667	329	09:19	-0.93	(1.57)

	November 2011	0.11736111	3	00:56	0.029861111	150.2229167	353	10:13	-1.22	(1.74)
	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	0.00416667	1	00:06	0	215.95	450	11:31	-0.78	(1.47)
	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
MR-6D Mean Time to Restore Dark Fiber - IOF Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	January 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	December 2011	0.11180556	1	02:41	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	0.00625	3	00:03	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
MR-6D Mean Time to Restore DS0 Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0.26875	1	06:27	0	41.07847222	91	10:50	-0.18	(1.11)
	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
MR-6D Mean Time to Restore DS1 Parity	April 2012	0.47430556	4	02:51	0.038194444	5.54375	40	03:20	-0.25	(1.15)
	March 2012	0.08055556	2	00:58	0	5.672222222	38	03:35	-1.31	(1.79)
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	January 2012	0.46527778	5	02:14	0.028472222	5.935416667	45	03:10	-0.83	(1.50)
	December 2011	0.40486111	3	03:14	0.074305556	5.05625	51	02:23	0.83	(0.47)
	November 2011	0.15694444	1	03:46	0	6.977083333	44	03:48	-0.01	(1.01)
	October 2011	0	0	00:00	0	0	0	00:00	0.00	0.00
	September 2011	1.05972222	4	06:21	0.245833333	6.357638889	39	03:55	0.94	(0.47)
	August 2011	0.11041667	1	02:39	0	4.938888889	47	02:31	0.06	(0.94)
	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	0.18680556	1	04:29	0	7.259027778	45	03:52	0.16	(0.78)
MR-6D Mean Time to Restore DS3 Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0.05069444	1	01:13	0	0.134722222	2	01:37	-0.22	(1.13)
	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
MR-6D Mean Time to Restore Enhanced	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
Extended Loops - DS0 Capable Diagnostic	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0.12013889	1	02:53	0	0	0	00:00	0.00	0.00
	January 2012	0.08263889	1	01:59	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	0.30902778	1	07:25	0	0	0	00:00	0.00	0.00
	October 2011	0.23541667	2	02:49	0.061111111	0	0	00:00	0.00	0.00
	September 2011	6.25277778	1	06:04	0	0	0	00:00	0.00	0.00
	August 2011	0.09513889	1	02:17	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
MR-6D Mean Time to Restore Enhanced	April 2012	4.72430556	40	02:50	0.125	5.54375	40	03:20	-0.59	(1.36)
Extended Loops - DS1 Capable Parity	March 2012	2.92430556	23	03:03	0.071527778	5.672222222	38	03:35	-0.73	(1.44)
	February 2012	18.8625	107	04:14	0.233333333	13.63611111	76	04:18	-0.10	(1.06)
	January 2012	6.50833333	47	03:19	0.122222222	5.935416667	45	03:10	0.32	(0.80)
	December 2011	4.99166667	43	02:47	0.082638889	5.05625	51	02:23	1.12	(0.35)
	November 2011	4.84861111	43	02:42	0.074305556	6.977083333	44	03:48	-1.19	(1.72)
	October 2011	4.09375	41	02:24	0.073611111	4.722916667	37	03:04	-1.42	(1.86)
	September 2011	5.4125	42	03:06	0.097222222	6.357638889	39	03:55	-0.74	(1.45)
	August 2011	6.28194444	46	03:17	0.120833333	4.938888889	47	02:31	1.60	(0.32)
	July 2011	6.30625	46	03:17	0.131944444	6.607638889	61	02:36	1.57	(0.17)
	June 2011	5.97847222	41	03:30	0.11875	6.759027778	42	03:52	-0.52	(1.32)
	May 2011	7.50486111	60	03:00	0.113194444	7.259027778	45	03:52	-1.17	(1.71)
MR-6D Mean Time to Restore Enhanced	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
Extended Loops - DS3 Capable Diagnostic	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0.11180556	1	02:41	0	0	0	00:00	0.00	0.00
	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	0.02013889	1	00:29	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	0.11180556	1	02:41	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	0.04652778	1	01:07	0	0	0	00:00	0.00	0.00
MR-6D Mean Time to Restore Frame Relay	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
Parity	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	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	0.00069444	1	00:01	0	1.710416667	8	05:08	-1.13	(1.69)
	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
MR-6D Mean Time to Restore LIS Trunk Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0.05	2	00:36	0.004166667	0.067361111	1	01:37	0.00	0.00
	February 2012	0.07222222	1	01:44	0	0.127083333	1	03:03	0.00	0.00
	January 2012	0.2625	3	02:06	0.099305556	0.185416667	2	02:13	-0.06	(1.04)
	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	0.00625	1	00:09	0	0.019444444	1	00:28	0.00	0.00
	September 2011	0.94652778	2	11:21	0.620138889	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	0.23888889	2	02:52	0.106944444	0	0	00:00	0.00	0.00
MR-6D Mean Time to Restore UDIT Above DS1 Level Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0.00069444	1	00:01	0	0.134722222	2	01:37	-0.87	(1.53)
	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	0.09930556	1	02:23	0	0.4625	3	03:42	-0.51	(1.31)
	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	0.14305556	1	03:26	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
MR-6D Mean Time to Restore UDIT DS1 Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0.11458333	2	01:22	0.013194444	5.672222222	38	03:35	-1.10	(1.67)
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	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	0.05138889	1	01:14	0	7.259027778	45	03:52	-0.69	(1.42)
MR-6D Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded Parity	April 2012	3.87361111	26	03:35	0.102083333	0.980555556	5	04:42	-0.63	(1.38)
	March 2012	1.94305556	19	02:27	0.038194444	0.820833333	6	03:17	-1.11	(1.67)
	February 2012	6.35347222	26	05:52	0.226388889	0.572916667	4	03:26	1.64	(0.61)
	January 2012	3.97361111	27	03:32	0.15625	0.353472222	2	04:14	-0.65	(1.39)
	December 2011	4.79513889	31	03:43	0.113888889	0.054861111	1	01:19	0.00	0.00
	November 2011	4.44722222	34	03:08	0.165972222	1.029166667	8	03:05	0.06	(1.28)
	October 2011	3.21805556	25	03:05	0.080555556	0.339583333	2	04:04	-0.86	(1.52)
	September 2011	6.675	49	03:16	0.124305556	0.170833333	3	01:22	5.71	0.07

	August 2011	5.25555556	29	04:21	0.22222222	0.324305556	5	01:33	9.02	0.21
	July 2011	5.62708333	43	03:08	0.082638889	0.936111111	3	07:29	-0.84	(1.51)
	June 2011	5.61527778	46	02:56	0.049305556	0.615277778	5	02:57	-0.02	(1.02)
	May 2011	7.275	49	03:34	0.097222222	1.405555556	12	02:49	1.54	(0.25)
MR-6D Mean Time to Restore Unbundled Loop - ADSL Qualified Parity	April 2012	4.92013889	25	04:43	0.24375	0.980555556	5	04:42	0.01	(1.27)
	March 2012	1.61597222	11	03:32	0.065972222	0.820833333	6	03:17	0.30	(0.81)
	February 2012	2.53194444	15	04:03	0.088194444	0.572916667	4	03:26	0.39	(0.80)
	January 2012	1.92361111	15	03:05	0.063888889	0.353472222	2	04:14	-1.03	(1.63)
	December 2011	3.50486111	22	03:49	0.091666667	0.054861111	1	01:19	0.00	0.00
	November 2011	4.60555556	13	08:30	0.572222222	1.029166667	8	03:05	5.55	(0.43)
	October 2011	0.96736111	9	02:35	0.040277778	0.339583333	2	04:04	-1.22	(1.74)
	September 2011	3.06736111	17	04:20	0.209722222	0.170833333	3	01:22	8.44	(0.19)
	August 2011	2.95138889	15	04:43	0.170138889	0.324305556	5	01:33	9.58	0.37
	July 2011	2.61736111	19	03:18	0.086805556	0.936111111	3	07:29	-0.78	(1.47)
	June 2011	3.62986111	20	04:21	0.181944444	0.615277778	5	02:57	1.38	(0.88)
	May 2011	3.03125	23	03:10	0.059027778	1.405555556	12	02:49	0.65	(0.66)
	MR-6D Mean Time to Restore Unbundled Loop - DS1 Capable Parity	April 2012	9.02916667	81	02:41	0.083333333	5.54375	40	03:20	-0.91
March 2012		5.92361111	52	02:44	0.094444444	5.672222222	38	03:35	-1.44	(1.88)
February 2012		16.0020833	113	03:24	0.132638889	13.63611111	76	04:18	-1.25	(1.76)
January 2012		9.64305556	81	02:51	0.084722222	5.935416667	45	03:10	-0.69	(1.42)
December 2011		8.40833333	77	02:37	0.070833333	5.05625	51	02:23	0.77	(0.57)
November 2011		13.3201389	100	03:12	0.141666667	6.977083333	44	03:48	-0.78	(1.47)
October 2011		7.52083333	62	02:55	0.156944444	4.757638889	38	03:00	-0.22	(1.13)
September 2011		8.96805556	60	03:35	0.145833333	6.357638889	39	03:55	-0.32	(1.19)
August 2011		9.55486111	78	02:56	0.093055556	4.938888889	47	02:31	1.00	(0.48)
July 2011		8.97916667	68	03:10	0.118055556	6.607638889	61	02:36	1.43	(0.28)
June 2011		9.275	72	03:06	0.096527778	6.759027778	42	03:52	-1.26	(1.76)
May 2011		6.10555556	57	02:34	0.071527778	7.259027778	45	03:52	-1.72	(2.05)
MR-6D Mean Time to Restore Unbundled Loop - XDSLi Parity		April 2012	0.3	4	01:48	0.047916667	5.54375	40	03:20	-0.78
	March 2012	0.57708333	3	04:37	0.075	5.672222222	38	03:35	0.62	(0.61)
	February 2012	0.46041667	4	02:46	0.046527778	13.63611111	76	04:18	-0.62	(1.38)
	January 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	December 2011	0.18194444	1	04:22	0	5.05625	51	02:23	1.13	(0.30)
	November 2011	0.44513889	2	05:20	0.174305556	6.977083333	44	03:48	0.49	(0.37)
	October 2011	0.10902778	1	02:37	0	4.722916667	37	03:04	-0.21	(1.13)
	September 2011	0.13055556	2	01:34	0.028472222	6.357638889	39	03:55	-0.65	(1.40)
	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	0.2875	1	06:54	0	6.759027778	42	03:52	0.95	(0.35)
	May 2011	0.02569444	1	00:37	0	7.259027778	45	03:52	-0.85	(1.52)
	MR-6D Mean Time to Restore Unbundled Loop Analog Parity	April 2012	61.7319444	136	10:54	0.331944444	0	5800	00:46	-5.34
March 2012		65.7715278	131	12:03	0.502777778	0	6614	11:21	-6.69	(5.07)
February 2012		90.1118056	159	13:36	0.4375	0	9624	00:50	-9.71	(6.90)
January 2012		51.6625	128	09:41	0.263194444	0	6046	23:08	-6.98	(5.24)
December 2011		44.2618056	114	09:19	0.290972222	0	6228	02:45	-7.83	(5.76)
November 2011		52.5944444	140	09:01	0.273611111	0	6147	00:49	-5.96	(4.62)
October 2011		54.2881944	141	09:14	0.331944444	0	5314	23:06	-7.62	(5.63)
September 2011		59.125	172	08:15	0.250694444	0	5810	20:56	-9.02	(6.48)
August 2011		45.1395833	126	08:36	0.26875	0	5248	19:55	-6.16	(4.75)

	July 2011	51.6868056	158	07:51	0.309027778	0	5805	17:53	-4.58	(3.79)	
	June 2011	39.9895833	138	06:57	0.207638889	0	5598	18:12	-2.22	(2.35)	
	May 2011	43.9347222	125	08:26	0.171527778	0	5278	20:35	-5.87	(4.57)	
MR-6D Mean Time to Restore Unbundled Loop ISDN Capable Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00	
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00	
	February 2012	0.29236111	1	07:01	0	0.572916667	4	03:26	1.16	(0.79)	
	January 2012	1.125	1	03:00	0	0.353472222	2	04:14	12.42	(1.01)	
	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	0.04791667	1	01:09	0	0.339583333	2	04:04	-1.52	(1.93)	
	September 2011	0.40277778	1	09:40	0	0.170833333	3	01:22	12.82	(0.74)	
	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	0.37638889	2	04:31	0.040972222	0.615277778	5	02:57	0.92	(0.65)	
	May 2011	0.18611111	1	04:28	0	1.405555556	12	02:49	1.05	(0.66)	
	MR-6E Mean Time to Restore Dark Fiber - Loop Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
		March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
February 2012		0	0	00:00	0	0	0	00:00	0.00	0.00	
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		0.44513889	1	10:41	0	0	0	00:00	0.00	0.00	
May 2011		0	0	00:00	0	0	0	00:00	0.00	0.00	
MR-6E Mean Time to Restore DS0 Parity		April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
		March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00	
	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	0.20208333	1	04:51	0	11.07708333	60	04:26	0.08	(0.67)	
	May 2011	0.05138889	1	01:14	0	9.004166667	51	04:14	-0.61	(1.37)	
	MR-6E Mean Time to Restore DS1 Parity	April 2012	0.04791667	1	01:09	0	5.454861111	42	03:07	-0.82	(1.50)
		March 2012	0.10208333	1	02:27	0	19.23402778	27	17:06	-0.21	(1.12)
February 2012		0	0	00:00	0	0	0	00:00	0.00	0.00	
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		0.12361111	1	02:58	0	13.02361111	49	06:23	-0.24	(1.15)	
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
MR-6E Mean Time to Restore E911 Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0.05902778	1	01:25	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	January 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	December 2011	0.04236111	1	01:01	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
MR-6E Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity	April 2012	2.06458333	16	03:06	0.090277778	5.454861111	42	03:07	-0.03	(1.02)
	March 2012	1.22986111	9	03:17	0.072222222	19.23402778	27	17:06	-0.51	(1.31)
	February 2012	7.51111111	29	06:13	0.435416667	19.09791667	81	05:40	0.23	(0.83)
	January 2012	2.7875	19	03:31	0.102777778	12.30902778	57	05:11	-0.55	(1.33)
	December 2011	2.10763889	17	02:59	0.079166667	8.766666667	42	05:01	-0.77	(1.47)
	November 2011	3.41319444	23	03:34	0.233333333	5.352083333	42	03:03	0.88	(0.72)
	October 2011	1.55625	16	02:20	0.056944444	5.888888889	37	03:49	-0.90	(1.55)
	September 2011	4.65138889	31	03:36	0.188194444	9.001388889	64	03:23	0.31	(0.83)
	August 2011	1.56944444	14	02:41	0.113888889	13.02361111	49	06:23	-0.87	(1.53)
	July 2011	1.92708333	19	02:26	0.04375	8.10625	51	03:49	-1.80	(2.09)
	June 2011	2.82847222	17	04:00	0.138888889	6.754861111	37	04:23	-0.40	(1.25)
	May 2011	3.74652778	23	03:55	0.165277778	12.06319444	49	05:55	-0.74	(1.45)
MR-6E Mean Time to Restore ISDN Primary Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0.15763889	1	03:47	0	8.502083333	44	04:38	-0.12	(1.07)
	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
MR-6E Mean Time to Restore LIS Trunk Parity	April 2012	0.14236111	2	01:43	0.076388889	0	0	00:00	0.00	0.00
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	February 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	January 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
	December 2011	0.31875	2	03:49	0.100694444	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	0.02777778	1	00:40	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	
MR-6E Mean Time to Restore UDIT Above DS1 Level Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00	
	March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00	
	February 2012	0.00069444	1	00:01	0	0	0	00:00	0.00	0.00	
	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	0.04652778	1	01:07	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	0.05833333	1	01:24	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	0.02152778	1	00:31	0	0	0	00:00	0.00	0.00	
	MR-6E Mean Time to Restore UDIT DS1 Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
		March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
February 2012		0	0	00:00	0	0	0	00:00	0.00	0.00	
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		0.15138889	1	03:38	0	6.754861111	37	04:23	-0.22	(1.14)	
May 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		April 2012	0.47152778	2	05:39	0.198611111	0.478472222	3	03:50	0.67	(0.61)
		March 2012	0.17291667	2	02:04	0.116666667	0.084027778	1	02:01	0.00	0.00
	February 2012	0.42916667	2	05:09	0.111111111	0.395138889	1	09:29	0.00	0.00	
	January 2012	0.56875	3	04:33	0.143055556	0	0	00:00	0.00	0.00	
	December 2011	0.36388889	3	02:55	0.077083333	0.065277778	1	01:34	0.00	0.00	
	November 2011	0	0	00:00	0	0	0	00:00	0.00	0.00	
	October 2011	0.65763889	3	05:16	0.234722222	0.067361111	1	01:37	0.00	0.00	
	September 2011	0.37430556	3	03:00	0.059027778	0.060416667	1	01:27	0.00	0.00	
	August 2011	0.38125	4	02:17	0.054166667	0	0	00:00	0.00	0.00	
	July 2011	0.10833333	1	02:36	0	0	0	00:00	0.00	0.00	
	June 2011	0.61666667	3	04:56	0.254166667	0.355555556	1	08:32	0.00	0.00	
	May 2011	0.39513889	2	04:44	0.032638889	1.959027778	4	11:45	-0.53	(1.32)	
	MR-6E Mean Time to Restore Unbundled Loop - ADSL Qualified Parity	April 2012	0.27638889	2	03:19	0.040277778	0.478472222	3	03:50	-0.19	(1.11)
		March 2012	0.28819444	1	06:55	0	0.084027778	1	02:01	0.00	0.00
February 2012		0.09444444	1	02:16	0	0.395138889	1	09:29	0.00	0.00	
January 2012		0.20277778	1	04:52	0	0	0	00:00	0.00	0.00	
December 2011		0.22222222	1	05:20	0	0.065277778	1	01:34	0.00	0.00	
November 2011		0	0	00:00	0	0	0	00:00	0.00	0.00	
October 2011		0.13055556	1	03:08	0	0.067361111	1	01:37	0.00	0.00	
September 2011		0	0	00:00	0	0	0	00:00	0.00	0.00	
August 2011		0.25	2	03:00	0.004166667	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		0.18402778	2	02:13	0.049305556	0.355555556	1	08:32	0.00	0.00	
May 2011		0	0	00:00	0	0	0	00:00	0.00	0.00	

MR-6E Mean Time to Restore Unbundled Loop - DS1 Capable Parity	April 2012	1.19097222	9	03:11	0.104166667	5.454861111	42	03:07	0.07	(0.94)	
	March 2012	1.32777778	13	02:27	0.068055556	19.23402778	27	17:06	-0.62	(1.38)	
	February 2012	6.06666667	26	05:36	0.227083333	19.09791667	81	05:40	-0.02	(1.01)	
	January 2012	0.91736111	12	01:50	0.042361111	12.30902778	57	05:11	-0.92	(1.56)	
	December 2011	3.58194444	15	05:44	0.390972222	8.766666667	42	05:01	0.26	(0.89)	
	November 2011	1.27638889	12	02:33	0.041666667	5.352083333	42	03:03	-0.70	(1.43)	
	October 2011	1.60138889	11	03:30	0.109722222	5.888888889	37	03:49	-0.17	(1.10)	
	September 2011	3.55416667	15	05:41	0.251388889	9.001388889	64	03:23	2.43	0.11	
	August 2011	2.33819444	15	03:44	0.163888889	13.02361111	49	06:23	-0.64	(1.39)	
	July 2011	2.43819444	16	03:39	0.085416667	8.10625	51	03:49	-0.19	(1.12)	
	June 2011	1.14583333	12	02:17	0.0375	6.754861111	37	04:23	-1.92	(2.17)	
	May 2011	1.62708333	12	03:15	0.092361111	12.06319444	49	05:55	-0.77	(1.47)	
	MR-6E Mean Time to Restore Unbundled Loop - XDSL Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
		March 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
		February 2012	1.12083333	3	08:58	0.143055556	19.09791667	81	05:40	0.50	(0.36)
		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		0.15833333	1	03:48	0	9.001388889	64	03:23	0.13	(0.74)	
August 2011		0.67222222	2	08:04	0.078472222	13.02361111	49	06:23	0.17	(0.42)	
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	0.5	2	06:00	0.222916667	12.06319444	49	05:55	0.01	(0.45)		
MR-6E Mean Time to Restore Unbundled Loop Analog Parity	April 2012	7.85	14	13:27	0.30625	0	1375	21:46	-1.47	(1.90)	
	March 2012	7.80347222	16	11:42	0.279861111	0	1451	00:41	-2.00	(2.21)	
	February 2012	21.8020833	38	13:46	0.513194444	0	1743	06:11	-3.37	(3.05)	
	January 2012	5.56736111	15	08:54	0.180555556	0	1251	21:32	-2.19	(2.33)	
	December 2011	2.09027778	6	08:22	0.5	0	1405	03:53	-1.22	(1.74)	
	November 2011	1.74097222	7	05:58	0.126388889	0	1505	23:16	-2.22	(2.35)	
	October 2011	4.80694444	14	08:14	0.270833333	0	1368	23:52	-2.58	(2.57)	
	September 2011	5.55833333	14	09:32	0.35	0	1689	22:27	-2.36	(2.43)	
	August 2011	13.8298611	29	11:27	0.393055556	0	1618	21:45	-1.75	(2.07)	
	July 2011	4.16666667	14	07:09	0.211111111	0	1616	19:37	-2.00	(2.22)	
	June 2011	10.7381944	28	09:12	0.588888889	0	1512	21:32	-2.52	(2.53)	
	May 2011	7.70277778	20	09:15	0.226388889	0	1387	19:27	-2.17	(2.32)	
	MR-6E Mean Time to Restore Unbundled Loop ISDN Capable Parity	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
March 2012		0.17291667	1	04:09	0	0.084027778	1	02:01	0.00	0.00	
February 2012		0	0	00:00	0	0	0	00:00	0.00	0.00	
January 2012		0	0	00:00	0	0	0	00:00	0.00	0.00	
December 2011		0.19375	1	04:39	0	0.065277778	1	01:34	0.00	0.00	
November 2011		0.67777778	1	16:16	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		0.10625	1	02:33	0	0.060416667	1	01:27	0.00	0.00	
August 2011		1.02569444	3	08:12	0.278472222	0	0	00:00	0.00	0.00	
July 2011		0.30694444	1	07:22	0	0	0	00:00	0.00	0.00	
June 2011		0.34236111	2	04:07	0.131944444	0.355555556	1	08:32	0.00	0.00	
May 2011		0	0	00:00	0	0	0	00:00	0.00	0.00	
MR-7A Repair Repeat Report Rate Basic		April 2012	0	0	0%	0	0	0	0%	0.00	0.00

Rate ISDN Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	1	0%	0	0	2	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	0	4	0%	0.00	0.00
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
	MR-7A Repair Repeat Report Rate Business Parity	April 2012	0	0	0%	0	0	0	0%	0.00
March 2012		0	3	0%	0	54	801	7%	-0.46	(1.28)
February 2012		1	5	20%	0.4	109	1125	10%	0.78	(0.85)
January 2012		1	6	17%	0.3727	48	699	7%	0.95	(0.77)
December 2011		1	7	14%	0.3499	53	723	7%	0.70	(0.87)
November 2011		0	1	0%	0	68	857	8%	-0.29	(1.18)
October 2011		0	0	0%	0	0	0	0%	0.00	0.00
September 2011		1	5	20%	0.4	72	791	9%	0.84	(0.82)
August 2011		0	3	0%	0	62	687	9%	-0.54	(1.33)
July 2011		2	9	22%	0.4157	61	780	8%	1.60	(0.39)
June 2011		0	4	0%	0	80	847	9%	-0.64	(1.39)
May 2011		1	3	33%	0.4714	77	787	10%	1.37	(0.62)
MR-7A Repair Repeat Report Rate Centrex Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	2	23	9%	-0.30	(1.18)
	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
MR-7A Repair Repeat Report Rate Centrex 21 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	1	5	20%	-0.46	(1.28)
	January 2012	0	1	0%	0	1	10	10%	-0.32	(1.19)
	December 2011	0	1	0%	0	1	10	10%	-0.32	(1.19)
	November 2011	0	1	0%	0	1	6	17%	-0.41	(1.25)
	October 2011	0	0	0%	0	0	0	0%	0.00	0.00
	September 2011	0	1	0%	0	0	11	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	13	0%	0.00	0.00
MR-7A Repair Repeat Report Rate Line Sharing Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	1	0%	0	639	6530	10%	-0.33	(1.20)

	February 2012	1	4	25%	0.433	1013	9401	11%	0.92	(0.79)
	January 2012	0	1	0%	0	575	5892	10%	-0.33	(1.20)
	December 2011	1	1	100%	0	591	6120	10%	3.06	(0.21)
	November 2011	1	5	20%	0.4	632	6261	10%	0.73	(0.87)
	October 2011	0	1	0%	0	511	5540	9%	-0.32	(1.19)
	September 2011	0	0	0%	0	0	0	0%	0.00	0.00
	August 2011	1	3	33%	0.4714	494	5193	10%	1.41	(0.61)
	July 2011	0	1	0%	0	521	5769	9%	-0.32	(1.19)
	June 2011	0	0	0%	0	0	0	0%	0.00	0.00
	May 2011	0	3	0%	0	430	5238	8%	-0.52	(1.31)
MR-7A Repair Repeat Report Rate Line Splitting Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	1013	9401	11%	-0.35	(1.21)
	January 2012	0	1	0%	0	575	5892	10%	-0.33	(1.20)
	December 2011	0	1	0%	0	591	6120	10%	-0.33	(1.20)
	November 2011	0	1	0%	0	632	6261	10%	-0.34	(1.20)
	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	521	5769	9%	-0.45	(1.27)
	June 2011	2	3	67%	0.4714	561	5564	10%	3.25	0.16
	May 2011	0	1	0%	0	430	5238	8%	-0.30	(1.18)
MR-7A Repair Repeat Report Rate PBX Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	0	1	0%	0	0	7	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	1	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
MR-7A Repair Repeat Report Rate Residence Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	1	7	14%	0.3499	585	5729	10%	0.36	(1.05)
	February 2012	1	7	14%	0.3499	904	8276	11%	0.29	(1.08)
	January 2012	0	2	0%	0	527	5193	10%	-0.48	(1.29)
	December 2011	0	4	0%	0	538	5397	10%	-0.67	(1.40)
	November 2011	1	8	13%	0.3307	564	5404	10%	0.19	(1.13)
	October 2011	0	4	0%	0	443	4793	9%	-0.64	(1.39)
	September 2011	0	1	0%	0	479	4792	10%	-0.33	(1.20)
	August 2011	1	4	25%	0.433	432	4506	10%	1.05	(0.74)
	July 2011	1	3	33%	0.4714	460	4989	9%	1.44	(0.59)
	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
MR-7A Repair Repeat Report Rate UNE - P (POTS) Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	1	3	33%	0.4714	639	6530	10%	1.37	(0.62)
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00

	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
MR-7B Repair Repeat Report Rate Business Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	2	0%	0	20	198	10%	-0.47	(1.29)
	February 2012	0	1	0%	0	17	209	8%	-0.30	(1.18)
	January 2012	0	1	0%	0	11	158	7%	-0.27	(1.17)
	December 2011	0	1	0%	0	13	188	7%	-0.27	(1.17)
	November 2011	0	4	0%	0	22	214	10%	-0.67	(1.41)
	October 2011	0	0	0%	0	0	0	0%	0.00	0.00
	September 2011	0	1	0%	0	31	242	13%	-0.38	(1.23)
	August 2011	0	1	0%	0	20	193	10%	-0.34	(1.21)
	July 2011	0	2	0%	0	21	200	11%	-0.48	(1.29)
	June 2011	0	2	0%	0	20	189	11%	-0.48	(1.29)
	May 2011	0	1	0%	0	10	167	6%	-0.25	(1.15)
MR-7B Repair Repeat Report Rate Line Sharing Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	148	1511	10%	-0.33	(1.20)
	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
MR-7B Repair Repeat Report Rate PBX Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	0	1	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	6	0%	0.00	0.00
	July 2011	0	2	0%	0	0	0	0%	0.00	0.00
	June 2011	0	1	0%	0	0	2	0%	0.00	0.00
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
MR-7B Repair Repeat Report Rate Residence Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	1	0%	0	130	1236	11%	-0.34	(1.21)
	February 2012	0	1	0%	0	146	1515	10%	-0.33	(1.20)
	January 2012	0	2	0%	0	111	1088	10%	-0.48	(1.29)

	December 2011	0	1	0%	0	129	1205	11%	-0.35	(1.21)
	November 2011	0	1	0%	0	128	1298	10%	-0.33	(1.20)
	October 2011	0	0	0%	0	0	0	0%	0.00	0.00
	September 2011	0	1	0%	0	161	1412	11%	-0.36	(1.22)
	August 2011	0	0	0%	0	0	0	0%	0.00	0.00
	July 2011	0	1	0%	0	127	1311	10%	-0.33	(1.20)
	June 2011	0	1	0%	0	165	1319	13%	-0.38	(1.23)
	May 2011	1	1	100%	0	130	1211	11%	2.88	(0.25)
MR-7B Repair Repeat Report Rate Sub-Loop Unbundling Diagnostic	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	0	0	0%	0.00	0.00
	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
MR-7C Repair Repeat Report Rate Business Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	20	172	12%	-0.36	(1.22)
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	3	3	100%	0	13	138	9%	5.31	0.84
	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	15	196	8%	-0.41	(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	2	2	100%	0	12	148	8%	4.73	0.46
	May 2011	0	1	0%	0	15	149	10%	-0.33	(1.20)
MR-7C Repair Repeat Report Rate Centrex 21 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	0	2	0%	0.00	0.00
	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	1	2	50%	-0.82	(1.50)
	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
MR-7C Repair Repeat Report Rate Line Sharing Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	0	1	0%	0	99	766	13%	-0.39	(1.23)

	November 2011	0	0	0%	0	0	0	0%	0.00	0.00
	October 2011	0	1	0%	0	88	802	11%	-0.35	(1.21)
	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	2	50%	0.5	123	895	14%	1.49	(0.60)
	May 2011	0	1	0%	0	109	812	13%	-0.39	(1.24)
MR-7C Repair Repeat Report Rate Line Splitting Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	88	802	11%	-0.50	(1.30)
	September 2011	0	0	0%	0	0	0	0%	0.00	0.00
	August 2011	0	1	0%	0	91	836	11%	-0.35	(1.21)
	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	109	812	13%	-0.39	(1.24)
MR-7C Repair Repeat Report Rate PBX Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	2	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
MR-7C Repair Repeat Report Rate Residence Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	0	2	0%	0	86	628	14%	-0.56	(1.34)
	November 2011	0	3	0%	0	77	635	12%	-0.64	(1.39)
	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	92	714	13%	-0.38	(1.23)
	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
MR-7D Repair Repeat Report Rate Dark Fiber - IOF Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	3	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
MR-7D Repair Repeat Report Rate DS0 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	10	94	11%	-0.34	(1.21)
	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
MR-7D Repair Repeat Report Rate DS1 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	3	0%	0	8	48	17%	-0.75	(1.46)
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	5	0%	0	8	52	15%	-0.91	(1.55)
	December 2011	1	3	33%	0.4714	12	58	21%	0.53	(1.03)
	November 2011	0	1	0%	0	9	55	16%	-0.44	(1.27)
	October 2011	0	0	0%	0	0	0	0%	0.00	0.00
	September 2011	1	4	25%	0.433	7	46	15%	0.52	(1.02)
	August 2011	1	1	100%	0	7	52	13%	2.51	(0.37)
	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	8	53	15%	-0.42	(1.25)
MR-7D Repair Repeat Report Rate DS3 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	0	2	0%	0.00	0.00
	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
MR-7D Repair Repeat Report Rate Enhanced Extended Loops - DS0 Capable Diagnostic	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	0	0	0%	0.00	0.00
	January 2012	1	1	100%	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	2	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	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
MR-7D Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS1 Capable	March 2012	12	46	26%	0.4391	8	48	17%	1.23	(0.48)
Parity	February 2012	30	106	28%	0.4505	15	84	18%	1.87	(0.08)
	January 2012	11	47	23%	0.4234	8	52	15%	1.10	(0.54)
	December 2011	10	43	23%	0.4225	12	58	21%	0.31	(0.96)
	November 2011	10	48	21%	0.4061	9	55	16%	0.61	(0.80)
	October 2011	9	42	21%	0.4103	11	44	25%	-0.38	(1.23)
	September 2011	14	42	33%	0.4714	7	46	15%	2.36	0.06
	August 2011	13	47	28%	0.4473	7	52	13%	2.07	(0.08)
	July 2011	13	47	28%	0.4473	14	65	22%	0.78	(0.68)
	June 2011	9	42	21%	0.4103	6	46	13%	1.17	(0.54)
	May 2011	10	60	17%	0.3727	8	53	15%	0.23	(1.02)
MR-7D Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS3 Capable	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Diagnostic	February 2012	0	1	0%	0	0	0	0%	0.00	0.00
	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	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	0	0	0%	0	0	0	0%	0.00	0.00
	May 2011	0	1	0%	0	0	0	0%	0.00	0.00
MR-7D Repair Repeat Report Rate Frame	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Relay Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	4	8	50%	-0.94	(1.57)
	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
MR-7D Repair Repeat Report Rate LIS	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Trunk Parity	March 2012	0	2	0%	0	0	1	0%	0.00	0.00
	February 2012	0	1	0%	0	0	1	0%	0.00	0.00
	January 2012	0	3	0%	0	0	2	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	0	1	0%	0.00	0.00
	September 2011	0	2	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	2	0%	0	0	0	0%	0.00	0.00
MR-7D Repair Repeat Report Rate UDIT Above DS1 Level Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	0	2	0%	0.00	0.00
	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	0	3	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	0	0	0%	0	0	0	0%	0.00	0.00
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
MR-7D Repair Repeat Report Rate UDIT DS1 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	2	0%	0	8	48	17%	-0.62	(1.38)
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	8	53	15%	-0.42	(1.25)
MR-7D Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	31	0%	0	1	6	17%	-1.00	(1.61)
	February 2012	3	26	12%	0.3195	0	6	0%	0.00	(1.04)
	January 2012	0	26	0%	0	0	5	0%	0.00	0.00
	December 2011	1	31	3%	0.1767	1	1	100%	0.00	0.00
	November 2011	2	35	6%	0.2321	0	11	0%	0.00	(1.11)
	October 2011	2	26	8%	0.2665	0	2	0%	0.00	(1.66)
	September 2011	3	49	6%	0.2397	1	4	25%	-0.84	(1.51)
	August 2011	0	29	0%	0	0	6	0%	0.00	0.00
	July 2011	1	43	2%	0.1507	0	5	0%	0.00	(1.76)
	June 2011	3	46	7%	0.2469	0	9	0%	0.00	(1.12)
	May 2011	4	49	8%	0.2738	1	15	7%	0.20	(1.26)
MR-7D Repair Repeat Report Rate Unbundled Loop - ADSL Qualified Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	1	18	6%	0.2291	1	6	17%	-0.63	(1.38)
	February 2012	0	15	0%	0	0	6	0%	0.00	0.00
	January 2012	1	15	7%	0.2494	0	5	0%	0.00	(1.41)
	December 2011	1	22	5%	0.2083	1	1	100%	0.00	0.00
	November 2011	0	13	0%	0	0	11	0%	0.00	0.00
	October 2011	1	11	9%	0.2875	0	2	0%	0.00	(1.62)
	September 2011	1	17	6%	0.2353	1	4	25%	-0.79	(1.48)
	August 2011	0	15	0%	0	0	6	0%	0.00	0.00

	July 2011	0	19	0%	0	0	5	0%	0.00	0.00
	June 2011	2	20	10%	0.3	0	9	0%	0.00	(0.95)
	May 2011	3	23	13%	0.3368	1	15	7%	0.77	(0.97)
MR-7D Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop - DS1 Capable Parity	March 2012	14	85	16%	0.3709	8	48	17%	-0.03	(1.02)
	February 2012	9	111	8%	0.273	15	84	18%	-1.76	(2.07)
	January 2012	11	81	14%	0.3426	8	52	15%	-0.28	(1.17)
	December 2011	9	76	12%	0.3231	12	58	21%	-1.25	(1.76)
	November 2011	17	103	17%	0.3712	9	55	16%	0.02	(1.13)
	October 2011	7	84	8%	0.2764	11	45	24%	-2.03	(2.23)
	September 2011	9	60	15%	0.3571	7	46	15%	-0.03	(1.02)
	August 2011	16	78	21%	0.4038	7	52	13%	1.15	(0.52)
	July 2011	8	69	12%	0.3202	14	65	22%	-1.40	(1.85)
	June 2011	8	72	11%	0.3143	6	46	13%	-0.30	(1.18)
	May 2011	13	58	22%	0.417	8	53	15%	1.08	(0.55)
MR-7D Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop - XDSLi Parity	March 2012	0	3	0%	0	8	48	17%	-0.75	(1.46)
	February 2012	0	4	0%	0	15	84	18%	-0.91	(1.55)
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	0	1	0%	0	12	58	21%	-0.51	(1.31)
	November 2011	0	2	0%	0	9	55	16%	-0.61	(1.37)
	October 2011	0	1	0%	0	11	44	25%	-0.57	(1.35)
	September 2011	0	2	0%	0	7	46	15%	-0.59	(1.36)
	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	6	46	13%	-0.38	(1.23)
	May 2011	0	1	0%	0	8	53	15%	-0.42	(1.25)
MR-7D Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop Analog Parity	March 2012	12	166	7%	0.259	737	7123	10%	-1.30	(1.79)
	February 2012	10	160	6%	0.2421	1094	10095	11%	-1.85	(2.13)
	January 2012	6	128	5%	0.2114	660	6543	10%	-2.01	(2.22)
	December 2011	7	114	6%	0.2401	674	6776	10%	-1.35	(1.82)
	November 2011	10	148	7%	0.251	708	6927	10%	-1.38	(1.84)
	October 2011	12	158	8%	0.2649	581	6222	9%	-0.74	(1.45)
	September 2011	8	172	5%	0.2106	650	6408	10%	-2.35	(2.43)
	August 2011	5	126	4%	0.1952	566	5807	10%	-2.16	(2.32)
	July 2011	5	158	3%	0.1751	609	6431	9%	-2.67	(2.63)
	June 2011	2	138	1%	0.1195	670	6321	11%	-3.45	(3.10)
	May 2011	7	125	6%	0.2299	521	5898	9%	-1.26	(1.77)
MR-7D Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop ISDN Capable Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	0	6	0%	0.00	0.00
	January 2012	0	1	0%	0	0	5	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	0	2	0%	0.00	0.00
	September 2011	0	1	0%	0	1	4	25%	-0.52	(1.31)
	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	0	9	0%	0.00	0.00	
	May 2011	1	1	100%	0	1	15	7%	3.62	(0.30)	
MR-7E Repair Repeat Report Rate Dark Fiber - Loop Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	0	0	0%	0.00	0.00	
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00	
	MR-7E Repair Repeat Report Rate DS0 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	1	0%	0	9	47	19%	-0.48	(1.29)
February 2012		0	0	0%	0	0	0	0%	0.00	0.00	
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	15	72	21%	-0.51	(1.31)	
May 2011		0	1	0%	0	10	65	15%	-0.42	(1.26)	
MR-7E Repair Repeat Report Rate DS1 Parity		April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	5	63	8%	-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	0	0	0%	0	0	0	0%	0.00	0.00	
	MR-7E Repair Repeat Report Rate E911 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	1	0%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00	
January 2012		0	0	0%	0	0	0	0%	0.00	0.00	
December 2011		0	1	0%	0	0	1	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
MR-7E Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS1 Capable	March 2012	6	19	32%	0.4648	6	40	15%	1.67	(0.31)
Parity	February 2012	4	28	14%	0.3499	10	91	11%	0.49	(0.89)
	January 2012	6	19	32%	0.4648	15	72	21%	1.03	(0.57)
	December 2011	2	17	12%	0.3222	10	50	20%	-0.73	(1.45)
	November 2011	5	30	17%	0.3727	5	64	8%	1.49	(0.43)
	October 2011	3	17	18%	0.3812	2	50	4%	2.48	(0.22)
	September 2011	4	31	13%	0.3352	9	75	12%	0.13	(1.10)
	August 2011	1	14	7%	0.2575	5	63	8%	-0.10	(1.06)
	July 2011	4	19	21%	0.4077	3	63	5%	2.92	0.02
	June 2011	9	17	53%	0.4991	5	43	12%	4.50	0.80
	May 2011	2	23	9%	0.2818	5	60	8%	0.05	(1.20)
MR-7E Repair Repeat Report Rate ISDN	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Primary Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	4	47	9%	-0.30	(1.18)
	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
MR-7E Repair Repeat Report Rate LIS	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Trunk Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	0	2	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	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
MR-7E Repair Repeat Report Rate UDIT	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Above DS1 Level Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	1	0%	0	0	0	0%	0.00	0.00
	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	2	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	1	0%	0	0	2	0%	0.00	0.00

MR-7E Repair Repeat Report Rate UDIT DS1 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	5	43	12%	-0.36	(1.22)
	May 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	April 2012	0	0	0%	0	0	0	0%	0.00
March 2012		0	2	0%	0	0	1	0%	0.00	0.00
February 2012		0	2	0%	0	1	1	100%	0.00	0.00
January 2012		0	3	0%	0	0	0	0%	0.00	0.00
December 2011		0	3	0%	0	0	1	0%	0.00	0.00
November 2011		0	0	0%	0	0	0	0%	0.00	0.00
October 2011		0	3	0%	0	0	1	0%	0.00	0.00
September 2011		1	3	33%	0.4714	0	1	0%	0.00	(1.41)
August 2011		1	4	25%	0.433	0	0	0%	0.00	0.00
July 2011		0	1	0%	0	0	0	0%	0.00	0.00
June 2011		0	3	0%	0	0	1	0%	0.00	0.00
May 2011		0	2	0%	0	0	4	0%	0.00	0.00
MR-7E Repair Repeat Report Rate Unbundled Loop - ADSL Qualified Parity		April 2012	0	0	0%	0	0	0	0%	0.00
	March 2012	0	2	0%	0	0	1	0%	0.00	0.00
	February 2012	0	1	0%	0	1	1	100%	0.00	0.00
	January 2012	0	1	0%	0	0	0	0%	0.00	0.00
	December 2011	0	1	0%	0	0	1	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	1	0%	0.00	0.00
	September 2011	0	0	0%	0	0	0	0%	0.00	0.00
	August 2011	1	2	50%	0.5	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	0	1	0%	0.00	0.00
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
	MR-7E Repair Repeat Report Rate Unbundled Loop - DS1 Capable Parity	April 2012	0	0	0%	0	0	0	0%	0.00
March 2012		0	16	0%	0	6	40	15%	-1.42	(1.86)
February 2012		4	26	15%	0.3608	10	91	11%	0.63	(0.81)
January 2012		0	12	0%	0	15	72	21%	-1.65	(2.00)
December 2011		1	15	7%	0.2494	10	50	20%	-1.13	(1.69)
November 2011		1	12	8%	0.2764	5	64	8%	0.06	(1.25)
October 2011		0	11	0%	0	2	50	4%	-0.61	(1.37)
September 2011		0	15	0%	0	9	75	12%	-1.31	(1.79)
August 2011		1	15	7%	0.2494	5	63	8%	-0.16	(1.10)
July 2011		5	16	31%	0.4635	3	63	5%	4.44	0.49
June 2011		3	12	25%	0.433	5	43	12%	1.28	(0.56)
May 2011		1	12	8%	0.2764	5	60	8%	0.00	(1.00)
MR-7E Repair Repeat Report Rate		April 2012	0	0	0%	0	0	0	0%	0.00

Unbundled Loop - XDSL Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	3	0%	0	10	91	11%	-0.60	(1.36)
	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	9	75	12%	-0.37	(1.22)
	August 2011	0	2	0%	0	5	63	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	0	2	0%	0	5	60	8%	-0.42	(1.26)
	MR-7E Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00
Unbundled Loop Analog Parity	March 2012	0	17	0%	0	159	1530	10%	-1.40	(1.85)
	February 2012	2	38	5%	0.2233	179	1850	10%	-0.91	(1.55)
	January 2012	2	15	13%	0.3399	132	1358	10%	0.47	(0.91)
	December 2011	0	6	0%	0	158	1503	11%	-0.84	(1.51)
	November 2011	0	8	0%	0	168	1672	10%	-0.94	(1.57)
	October 2011	0	14	0%	0	153	1562	10%	-1.23	(1.75)
	September 2011	1	14	7%	0.2575	219	1821	12%	-0.56	(1.34)
	August 2011	0	29	0%	0	195	1747	11%	-1.89	(2.15)
	July 2011	1	14	7%	0.2575	166	1720	10%	-0.32	(1.19)
	June 2011	6	28	21%	0.4103	199	1646	12%	1.50	(0.28)
	May 2011	4	20	20%	0.4	158	1530	10%	1.41	(0.37)
	MR-7E Repair Repeat Report Rate	April 2012	0	0	0%	0	0	0	0%	0.00
Unbundled Loop ISDN Capable Parity	March 2012	0	1	0%	0	0	1	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	0	1	0%	0	0	1	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	1	0%	0	0	1	0%	0.00	0.00
	August 2011	0	3	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	2	0%	0	0	1	0%	0.00	0.00
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
	MR-8 Trouble Rate Basic Rate ISDN Parity	April 2012	0	94	0%	0	9	2223	0%	-0.61
March 2012		0	100	0%	0	7	2858	0%	-0.49	(1.30)
February 2012		0	94	0%	0	7	2338	0%	-0.52	(1.32)
January 2012		1	97	1%	0.101	5	2376	0%	1.73	(0.52)
December 2011		0	97	0%	0	2	2411	0%	-0.28	(1.17)
November 2011		0	95	0%	0	11	2457	0%	-0.64	(1.39)
October 2011		0	96	0%	0	3	2501	0%	-0.33	(1.20)
September 2011		0	96	0%	0	5	2531	0%	-0.43	(1.26)
August 2011		0	98	0%	0	6	2570	0%	-0.47	(1.29)
July 2011		0	97	0%	0	5	2624	0%	-0.42	(1.26)
June 2011		1	97	1%	0.101	10	2660	0%	1.04	(0.73)
May 2011		0	100	0%	0	19	2713	1%	-0.82	(1.50)
MR-8 Trouble Rate Business Parity	April 2012	3	2005	0%	0.0387	1050	234105	0%	-1.99	(2.21)
	March 2012	5	2038	0%	0.0495	1115	235903	0%	-1.49	(1.91)

	February 2012	7	2039	0%	0.0585	1506	237728	1%	-1.64	(2.00)
	January 2012	7	2054	0%	0.0583	988	239450	0%	-0.51	(1.31)
	December 2011	11	2058	1%	0.0729	1049	241148	0%	0.68	(0.58)
	November 2011	5	2093	0%	0.0488	1217	243047	1%	-1.69	(2.03)
	October 2011	0	2099	0%	0	1026	244755	0%	-2.96	(2.80)
	September 2011	8	2115	0%	0.0614	1229	246850	1%	-0.78	(1.47)
	August 2011	4	2084	0%	0.0438	1054	248762	0%	-1.62	(1.99)
	July 2011	11	2094	1%	0.0723	1137	251079	0%	0.49	(0.70)
	June 2011	8	2058	0%	0.0622	1184	253224	0%	-0.52	(1.32)
	May 2011	5	2060	0%	0.0492	1103	255486	0%	-1.30	(1.79)
MR-8 Trouble Rate Centrex Parity	April 2012	0	230	0%	0	58	33509	0%	-0.63	(1.38)
	March 2012	0	230	0%	0	39	33946	0%	-0.51	(1.31)
	February 2012	0	230	0%	0	40	33760	0%	-0.52	(1.32)
	January 2012	0	230	0%	0	32	33849	0%	-0.46	(1.28)
	December 2011	0	235	0%	0	47	33974	0%	-0.57	(1.35)
	November 2011	1	235	0%	0.0651	28	34113	0%	1.83	(0.44)
	October 2011	0	235	0%	0	39	34359	0%	-0.52	(1.31)
	September 2011	0	235	0%	0	30	34557	0%	-0.45	(1.27)
	August 2011	0	235	0%	0	33	34722	0%	-0.47	(1.29)
	July 2011	0	235	0%	0	22	34942	0%	-0.38	(1.23)
	June 2011	0	235	0%	0	31	35264	0%	-0.45	(1.28)
	May 2011	0	237	0%	0	39	35659	0%	-0.51	(1.31)
MR-8 Trouble Rate Centrex 21 Parity	April 2012	1	522	0%	0.0437	10	4879	0%	-0.06	(1.04)
	March 2012	0	545	0%	0	21	4942	0%	-1.45	(1.88)
	February 2012	2	545	0%	0.0605	9	5032	0%	0.99	(0.40)
	January 2012	1	547	0%	0.0427	14	5117	0%	-0.39	(1.23)
	December 2011	1	550	0%	0.0426	14	5182	0%	-0.38	(1.23)
	November 2011	1	555	0%	0.0424	10	5261	0%	-0.05	(1.03)
	October 2011	0	553	0%	0	19	5312	0%	-1.34	(1.82)
	September 2011	1	556	0%	0.0424	17	5477	0%	-0.53	(1.32)
	August 2011	0	573	0%	0	16	5614	0%	-1.22	(1.74)
	July 2011	1	573	0%	0.0417	16	5784	0%	-0.44	(1.27)
	June 2011	0	573	0%	0	15	5999	0%	-1.15	(1.70)
	May 2011	1	577	0%	0.0416	18	6293	0%	-0.49	(1.30)
MR-8 Trouble Rate Dark Fiber - IOF Diagnostic	April 2012	0	103	0%	0	0	0	0%	0.00	0.00
	March 2012	0	73	0%	0	0	0	0%	0.00	0.00
	February 2012	0	98	0%	0	0	0	0%	0.00	0.00
	January 2012	0	93	0%	0	0	0	0%	0.00	0.00
	December 2011	1	89	1%	0.1054	0	0	0%	0.00	0.00
	November 2011	0	87	0%	0	0	0	0%	0.00	0.00
	October 2011	0	85	0%	0	0	0	0%	0.00	0.00
	September 2011	3	80	4%	0.19	0	0	0%	0.00	0.00
	August 2011	0	80	0%	0	0	0	0%	0.00	0.00
	July 2011	0	76	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	77	0%	0	0	0	0%	0.00	0.00
MR-8 Trouble Rate Dark Fiber - Loop Diagnostic	April 2012	0	21	0%	0	0	0	0%	0.00	0.00
	March 2012	0	19	0%	0	0	0	0%	0.00	0.00
	February 2012	0	20	0%	0	0	0	0%	0.00	0.00

	January 2012	0	19	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	1	19	5%	0.2233	0	0	0%	0.00	0.00
	May 2011	0	19	0%	0	0	0	0%	0.00	0.00
MR-8 Trouble Rate DS0 Parity	April 2012	0	348	0%	0	91	22169	0%	-1.19	(1.72)
	March 2012	0	352	0%	0	104	25914	0%	-1.18	(1.72)
	February 2012	1	301	0%	0.0575	161	22494	1%	-0.78	(1.48)
	January 2012	0	301	0%	0	95	22697	0%	-1.12	(1.68)
	December 2011	0	301	0%	0	93	22797	0%	-1.10	(1.67)
	November 2011	0	302	0%	0	97	23129	0%	-1.12	(1.68)
	October 2011	0	326	0%	0	103	23428	0%	-1.19	(1.72)
	September 2011	0	326	0%	0	127	23627	1%	-1.32	(1.80)
	August 2011	0	336	0%	0	102	24952	0%	-1.17	(1.71)
	July 2011	0	336	0%	0	135	25139	1%	-1.34	(1.81)
	June 2011	1	346	0%	0.0537	141	25375	1%	-0.66	(1.40)
	May 2011	1	346	0%	0.0537	99	25658	0%	-0.29	(1.18)
MR-8 Trouble Rate DS1 Parity	April 2012	5	29	17%	0.3777	90	7086	1%	7.66	1.42
	March 2012	3	119	3%	0.1568	83	8291	1%	1.65	(0.29)
	February 2012	0	23	0%	0	175	7290	2%	-0.75	(1.46)
	January 2012	5	23	22%	0.4125	124	7368	2%	7.47	1.40
	December 2011	3	25	12%	0.325	108	7489	1%	4.42	0.54
	November 2011	1	25	4%	0.196	91	7572	1%	1.28	(0.61)
	October 2011	0	25	0%	0	88	7643	1%	-0.54	(1.33)
	September 2011	4	25	16%	0.3666	121	7736	2%	5.81	0.96
	August 2011	2	28	7%	0.2575	115	7874	1%	2.50	(0.07)
	July 2011	0	30	0%	0	128	7958	2%	-0.70	(1.42)
	June 2011	0	28	0%	0	89	8047	1%	-0.56	(1.34)
	May 2011	1	25	4%	0.196	113	8125	1%	1.11	(0.68)
MR-8 Trouble Rate DS3 Parity	April 2012	0	3	0%	0	3	1209	0%	-0.09	(1.05)
	March 2012	0	9	0%	0	2	1318	0%	-0.12	(1.07)
	February 2012	1	3	33%	0.4714	2	1231	0%	14.25	0.49
	January 2012	0	3	0%	0	1	1240	0%	-0.05	(1.03)
	December 2011	0	3	0%	0	4	1243	0%	-0.10	(1.06)
	November 2011	0	3	0%	0	0	1251	0%	0.00	0.00
	October 2011	0	3	0%	0	4	1264	0%	-0.10	(1.06)
	September 2011	0	3	0%	0	0	1271	0%	0.00	0.00
	August 2011	0	3	0%	0	2	1292	0%	-0.07	(1.04)
	July 2011	0	3	0%	0	0	1298	0%	0.00	0.00
	June 2011	0	4	0%	0	3	1307	0%	-0.10	(1.06)
	May 2011	0	3	0%	0	4	1309	0%	-0.10	(1.06)
MR-8 Trouble Rate E911 Parity	April 2012	0	964	0%	0	4	2985	0%	-0.99	(1.60)
	March 2012	1	1000	0%	0.0316	5	3306	0%	-0.37	(1.22)
	February 2012	0	960	0%	0	4	2972	0%	-0.99	(1.60)
	January 2012	0	960	0%	0	2	2970	0%	-0.70	(1.43)

	December 2011	1	960	0%	0.0323	3	2974	0%	0.03	(0.98)
	November 2011	0	960	0%	0	6	3109	0%	-1.19	(1.72)
	October 2011	0	956	0%	0	6	3148	0%	-1.18	(1.72)
	September 2011	0	958	0%	0	9	3150	0%	-1.45	(1.88)
	August 2011	0	958	0%	0	4	3184	0%	-0.96	(1.59)
	July 2011	0	958	0%	0	12	3212	0%	-1.66	(2.01)
	June 2011	0	1006	0%	0	5	3324	0%	-1.08	(1.66)
	May 2011	0	1002	0%	0	7	3529	0%	-1.25	(1.76)
MR-8 Trouble Rate Enhanced Extended Loops - DS0 Capable Diagnostic	April 2012	0	62	0%	0	0	0	0%	0.00	0.00
	March 2012	0	45	0%	0	0	0	0%	0.00	0.00
	February 2012	1	62	2%	0.126	0	0	0%	0.00	0.00
	January 2012	1	62	2%	0.126	0	0	0%	0.00	0.00
	December 2011	0	60	0%	0	0	0	0%	0.00	0.00
	November 2011	1	61	2%	0.127	0	0	0%	0.00	0.00
	October 2011	2	61	3%	0.1781	0	0	0%	0.00	0.00
	September 2011	1	58	2%	0.1302	0	0	0%	0.00	0.00
	August 2011	1	56	2%	0.1324	0	0	0%	0.00	0.00
	July 2011	0	46	0%	0	0	0	0%	0.00	0.00
	June 2011	0	48	0%	0	0	0	0%	0.00	0.00
	May 2011	0	47	0%	0	0	0	0%	0.00	0.00
MR-8 Trouble Rate Enhanced Extended Loops - DS1 Capable Parity	April 2012	56	3237	2%	0.1304	90	7087	1%	1.94	0.18
	March 2012	32	2582	1%	0.1106	83	8292	1%	1.06	(0.35)
	February 2012	136	3108	4%	0.2046	175	7291	2%	6.03	2.66
	January 2012	66	3072	2%	0.145	124	7369	2%	1.69	0.02
	December 2011	60	3016	2%	0.1396	108	7489	1%	2.13	0.29
	November 2011	66	2933	2%	0.1483	91	7573	1%	4.43	1.69
	October 2011	57	2877	2%	0.1394	88	7644	1%	3.56	1.16
	September 2011	73	2823	3%	0.1587	121	7737	2%	3.75	1.28
	August 2011	61	3601	2%	0.129	115	7875	1%	0.97	(0.41)
	July 2011	66	3589	2%	0.1344	128	7959	2%	0.91	(0.45)
	June 2011	59	3531	2%	0.1282	89	8048	1%	2.68	0.63
	May 2011	83	3548	2%	0.1511	113	8126	1%	4.03	1.45
MR-8 Trouble Rate Enhanced Extended Loops - DS3 Capable Diagnostic	April 2012	0	55	0%	0	0	0	0%	0.00	0.00
	March 2012	0	22	0%	0	0	0	0%	0.00	0.00
	February 2012	1	52	2%	0.1373	0	0	0%	0.00	0.00
	January 2012	0	49	0%	0	0	0	0%	0.00	0.00
	December 2011	0	48	0%	0	0	0	0%	0.00	0.00
	November 2011	0	45	0%	0	0	0	0%	0.00	0.00
	October 2011	0	45	0%	0	0	0	0%	0.00	0.00
	September 2011	1	45	2%	0.1474	0	0	0%	0.00	0.00
	August 2011	0	59	0%	0	0	0	0%	0.00	0.00
	July 2011	1	49	2%	0.1414	0	0	0%	0.00	0.00
	June 2011	0	43	0%	0	0	0	0%	0.00	0.00
	May 2011	1	45	2%	0.1474	0	0	0%	0.00	0.00
MR-8 Trouble Rate Frame Relay Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	4	0%	0	15	868	2%	-0.26	(1.16)
	December 2011	0	4	0%	0	4	882	0%	-0.13	(1.08)

	November 2011	0	4	0%	0	3	909	0%	-0.11	(1.07)
	October 2011	0	4	0%	0	13	921	1%	-0.24	(1.15)
	September 2011	0	4	0%	0	12	948	1%	-0.23	(1.14)
	August 2011	0	4	0%	0	13	960	1%	-0.23	(1.14)
	July 2011	1	4	25%	0.433	12	977	1%	4.31	(0.01)
	June 2011	0	4	0%	0	7	992	1%	-0.17	(1.10)
	May 2011	0	4	0%	0	5	1007	1%	-0.14	(1.09)
MR-8 Trouble Rate ISDN Primary Parity	April 2012	0	76	0%	0	46	94306	0%	-0.19	(1.12)
	March 2012	0	51	0%	0	34	94678	0%	-0.14	(1.08)
	February 2012	1	76	1%	0.114	83	94437	0%	3.61	(0.08)
	January 2012	0	76	0%	0	40	95025	0%	-0.18	(1.11)
	December 2011	0	76	0%	0	44	95363	0%	-0.19	(1.11)
	November 2011	0	76	0%	0	58	95401	0%	-0.21	(1.13)
	October 2011	0	76	0%	0	43	95753	0%	-0.18	(1.11)
	September 2011	0	76	0%	0	61	95630	0%	-0.22	(1.13)
	August 2011	0	51	0%	0	57	95917	0%	-0.17	(1.11)
	July 2011	0	51	0%	0	57	95993	0%	-0.17	(1.11)
	June 2011	0	51	0%	0	53	95869	0%	-0.17	(1.10)
	May 2011	0	51	0%	0	44	95800	0%	-0.15	(1.09)
MR-8 Trouble Rate Line Sharing Parity	April 2012	0	803	0%	0	7766	847107	1%	-2.72	(2.66)
	March 2012	1	817	0%	0.035	8653	854227	1%	-2.54	(2.54)
	February 2012	4	847	0%	0.0686	11945	861932	1%	-2.27	(2.38)
	January 2012	1	861	0%	0.0341	7901	870009	1%	-2.45	(2.49)
	December 2011	2	879	0%	0.0476	8279	878277	1%	-2.19	(2.33)
	November 2011	5	911	1%	0.0739	8313	887048	1%	-1.22	(1.74)
	October 2011	2	938	0%	0.0461	7320	895912	1%	-2.05	(2.25)
	September 2011	0	967	0%	0	8229	906500	1%	-2.97	(2.81)
	August 2011	3	986	0%	0.0551	7554	916140	1%	-1.81	(2.10)
	July 2011	2	1014	0%	0.0444	8151	927583	1%	-2.32	(2.41)
	June 2011	2	1033	0%	0.044	7967	937865	1%	-2.30	(2.40)
	May 2011	4	1051	0%	0.0616	7428	947071	1%	-1.48	(1.90)
MR-8 Trouble Rate Line Splitting Parity	April 2012	0	81	0%	0	7766	847107	1%	-0.87	(1.53)
	March 2012	0	83	0%	0	8653	854227	1%	-0.92	(1.56)
	February 2012	1	87	1%	0.1066	11945	861932	1%	-0.19	(1.11)
	January 2012	1	90	1%	0.1048	7901	870009	1%	0.20	(1.09)
	December 2011	1	94	1%	0.1026	8279	878277	1%	0.12	(1.14)
	November 2011	1	97	1%	0.101	8313	887048	1%	0.10	(1.15)
	October 2011	2	100	2%	0.14	7320	895912	1%	1.31	(0.48)
	September 2011	0	101	0%	0	8229	906500	1%	-0.96	(1.58)
	August 2011	1	106	1%	0.0967	7554	916140	1%	0.14	(1.13)
	July 2011	2	106	2%	0.1361	8151	927583	1%	1.11	(0.57)
	June 2011	3	106	3%	0.1658	7967	937865	1%	2.22	(0.07)
	May 2011	2	111	2%	0.133	7428	947071	1%	1.22	(0.52)
MR-8 Trouble Rate LIS Trunk Parity	April 2012	2	106798	0%	0.0043	0	95957	0%	0.00	0.00
	March 2012	2	112344	0%	0.0042	1	106381	0%	0.64	(0.61)
	February 2012	1	106762	0%	0.0031	2	97046	0%	-0.56	(1.34)
	January 2012	3	105946	0%	0.0053	4	99110	0%	-0.43	(1.26)
	December 2011	2	105826	0%	0.0043	1	99806	0%	0.64	(0.61)
	November 2011	0	107074	0%	0	3	100814	0%	-1.24	(1.76)

	October 2011	2	107602	0%	0.0043	1	101725	0%	0.64	(0.61)
	September 2011	2	108526	0%	0.0043	1	101461	0%	0.63	(0.62)
	August 2011	0	107974	0%	0	1	102971	0%	-0.72	(1.43)
	July 2011	0	111238	0%	0	1	103259	0%	-0.72	(1.44)
	June 2011	0	112488	0%	0	0	103895	0%	0.00	0.00
	May 2011	2	112911	0%	0.0042	0	104295	0%	0.00	0.00
MR-8 Trouble Rate PBX Parity	April 2012	0	544	0%	0	9	23806	0%	-0.45	(1.27)
	March 2012	0	469	0%	0	10	26067	0%	-0.42	(1.26)
	February 2012	0	448	0%	0	22	24417	0%	-0.63	(1.38)
	January 2012	0	441	0%	0	11	24501	0%	-0.44	(1.27)
	December 2011	1	449	0%	0.0471	11	25074	0%	1.79	(0.47)
	November 2011	0	453	0%	0	9	25398	0%	-0.40	(1.24)
	October 2011	1	456	0%	0.0468	13	25717	0%	1.59	(0.53)
	September 2011	0	458	0%	0	16	26033	0%	-0.53	(1.32)
	August 2011	5	451	1%	0.1047	9	26329	0%	12.24	1.78
	July 2011	2	445	0%	0.0669	13	26719	0%	3.80	0.20
	June 2011	1	474	0%	0.0459	2	26863	0%	5.09	(0.01)
	May 2011	0	471	0%	0	19	27265	0%	-0.57	(1.35)
MR-8 Trouble Rate Residence Parity	April 2012	11	473	2%	0.1507	6716	613002	1%	2.57	0.29
	March 2012	8	420	2%	0.1367	7538	618324	1%	1.28	(0.36)
	February 2012	8	369	2%	0.1456	10439	624204	2%	0.74	(0.64)
	January 2012	4	336	1%	0.1085	6913	630559	1%	0.17	(1.01)
	December 2011	7	304	2%	0.15	7230	637129	1%	1.92	(0.06)
	November 2011	12	307	4%	0.1938	7096	644001	1%	4.71	1.16
	October 2011	4	382	1%	0.1018	6294	651157	1%	0.16	(1.01)
	September 2011	2	341	1%	0.0764	7000	659650	1%	-0.86	(1.52)
	August 2011	4	312	1%	0.1125	6500	667378	1%	0.55	(0.78)
	July 2011	5	272	2%	0.1343	7014	676504	1%	1.30	(0.38)
	June 2011	1	255	0%	0.0625	6783	684641	1%	-0.96	(1.59)
	May 2011	1	252	0%	0.0629	6325	691585	1%	-0.86	(1.52)
MR-8 Trouble Rate Sub-Loop Unbundling Diagnostic	April 2012	0	12	0%	0	0	0	0%	0.00	0.00
	March 2012	0	10	0%	0	0	0	0%	0.00	0.00
	February 2012	1	11	9%	0.2875	0	0	0%	0.00	0.00
	January 2012	0	5	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	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
MR-8 Trouble Rate UDIT Above DS1 Level Parity	April 2012	0	99	0%	0	3	1209	0%	-0.48	(1.29)
	March 2012	0	108	0%	0	2	1318	0%	-0.39	(1.24)
	February 2012	2	99	2%	0.1407	2	1231	0%	4.42	0.15
	January 2012	0	99	0%	0	1	1240	0%	-0.27	(1.17)
	December 2011	0	102	0%	0	4	1243	0%	-0.55	(1.34)
	November 2011	1	104	1%	0.0976	0	1251	0%	0.00	(0.13)
	October 2011	1	105	1%	0.0971	4	1264	0%	1.11	(0.73)

	September 2011	1	101	1%	0.099	0	1271	0%	0.00	(0.12)
	August 2011	0	99	0%	0	2	1292	0%	-0.38	(1.23)
	July 2011	1	102	1%	0.0985	0	1298	0%	0.00	(0.12)
	June 2011	0	109	0%	0	3	1307	0%	-0.48	(1.29)
	May 2011	1	108	1%	0.0958	4	1309	0%	1.12	(0.73)
MR-8 Trouble Rate UDIT DS1 Parity	April 2012	0	107	0%	0	90	7086	1%	-1.16	(1.71)
	March 2012	2	113	2%	0.1319	83	8291	1%	0.82	(0.71)
	February 2012	0	113	0%	0	175	7290	2%	-1.65	(2.01)
	January 2012	0	113	0%	0	124	7368	2%	-1.38	(1.84)
	December 2011	0	113	0%	0	108	7489	1%	-1.28	(1.78)
	November 2011	0	113	0%	0	91	7572	1%	-1.16	(1.71)
	October 2011	0	113	0%	0	88	7643	1%	-1.14	(1.69)
	September 2011	0	113	0%	0	121	7736	2%	-1.33	(1.81)
	August 2011	0	114	0%	0	115	7874	1%	-1.29	(1.78)
	July 2011	0	114	0%	0	128	7958	2%	-1.36	(1.82)
	June 2011	1	114	1%	0.0932	89	8047	1%	-0.23	(1.14)
	May 2011	1	114	1%	0.0932	113	8125	1%	-0.46	(1.28)
MR-8 Trouble Rate Unbundled Loop - 2 Wire Non-Loaded Parity	April 2012	28	13034	0%	0.0463	9	2212	0%	-1.31	(1.80)
	March 2012	21	11807	0%	0.0421	7	2847	0%	-0.66	(1.40)
	February 2012	28	12850	0%	0.0466	7	2326	0%	-0.67	(1.41)
	January 2012	30	12757	0%	0.0484	5	2364	0%	0.23	(0.86)
	December 2011	34	12709	0%	0.0517	2	2399	0%	2.87	0.74
	November 2011	34	12614	0%	0.0518	11	2445	0%	-1.22	(1.74)
	October 2011	28	12568	0%	0.0471	3	2489	0%	1.34	(0.18)
	September 2011	52	12451	0%	0.0645	5	2519	0%	2.25	0.37
	August 2011	33	12338	0%	0.0516	6	2558	0%	0.31	(0.81)
	July 2011	44	12174	0%	0.06	5	2612	0%	1.80	0.10
	June 2011	49	12110	0%	0.0635	10	2647	0%	0.20	(0.88)
	May 2011	51	12002	0%	0.065	19	2700	1%	-1.57	(1.95)
MR-8 Trouble Rate Unbundled Loop - 4 Wire Non-Loaded Parity	April 2012	0	53	0%	0	90	7086	1%	-0.82	(1.50)
	March 2012	0	76	0%	0	83	8291	1%	-0.87	(1.53)
	February 2012	0	55	0%	0	175	7290	2%	-1.16	(1.70)
	January 2012	0	56	0%	0	124	7368	2%	-0.98	(1.59)
	December 2011	0	56	0%	0	108	7489	1%	-0.90	(1.55)
	November 2011	0	58	0%	0	91	7572	1%	-0.84	(1.51)
	October 2011	0	60	0%	0	88	7643	1%	-0.83	(1.51)
	September 2011	0	60	0%	0	121	7736	2%	-0.97	(1.59)
	August 2011	0	61	0%	0	115	7874	1%	-0.95	(1.58)
	July 2011	0	61	0%	0	128	7958	2%	-0.99	(1.60)
	June 2011	0	63	0%	0	89	8047	1%	-0.84	(1.51)
	May 2011	0	68	0%	0	113	8125	1%	-0.98	(1.59)
MR-8 Trouble Rate Unbundled Loop - ADSL Qualified Parity	April 2012	27	5198	1%	0.0719	9	2212	0%	0.70	(0.58)
	March 2012	12	4187	0%	0.0535	7	2847	0%	0.34	(0.79)
	February 2012	16	5128	0%	0.0558	7	2326	0%	0.08	(0.95)
	January 2012	16	5054	0%	0.0562	5	2364	0%	0.92	(0.44)
	December 2011	23	4993	0%	0.0677	2	2399	0%	5.26	2.20
	November 2011	13	4950	0%	0.0512	11	2445	0%	-1.13	(1.69)
	October 2011	10	4855	0%	0.0453	3	2489	0%	1.00	(0.39)
	September 2011	17	4775	0%	0.0596	5	2519	0%	1.44	(0.13)

	August 2011	17	4715	0%	0.0599	6	2558	0%	1.06	(0.36)	
	July 2011	19	4671	0%	0.0636	5	2612	0%	2.02	0.23	
	June 2011	22	4536	0%	0.0695	10	2647	0%	0.71	(0.57)	
	May 2011	23	4399	1%	0.0721	19	2700	1%	-0.88	(1.54)	
MR-8 Trouble Rate Unbundled Loop - DS1 Capable Parity	April 2012	91	6843	1%	0.1145	90	7087	1%	0.32	(0.81)	
	March 2012	65	6999	1%	0.0959	83	8292	1%	-0.45	(1.27)	
	February 2012	140	6818	2%	0.1418	175	7291	2%	-1.35	(1.82)	
	January 2012	94	6818	1%	0.1166	124	7369	2%	-1.41	(1.86)	
	December 2011	92	6823	1%	0.1153	108	7490	1%	-0.47	(1.29)	
	November 2011	112	6766	2%	0.1276	91	7573	1%	2.49	0.51	
	October 2011	73	6818	1%	0.1029	89	7644	1%	-0.52	(1.32)	
	September 2011	75	6836	1%	0.1042	121	7737	2%	-2.27	(2.38)	
	August 2011	93	6843	1%	0.1158	115	7875	1%	-0.51	(1.31)	
	July 2011	85	6882	1%	0.1104	128	7959	2%	-1.80	(2.10)	
	June 2011	84	6920	1%	0.1095	89	8048	1%	0.63	(0.62)	
	May 2011	70	6953	1%	0.0998	113	8126	1%	-2.01	(2.22)	
	MR-8 Trouble Rate Unbundled Loop - DS3 Capable Parity	April 2012	0	4	0%	0	3	1209	0%	-0.10	(1.06)
		March 2012	0	4	0%	0	2	1318	0%	-0.08	(1.05)
February 2012		0	4	0%	0	2	1231	0%	-0.08	(1.05)	
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	
MR-8 Trouble Rate Unbundled Loop - XDSLi Parity		April 2012	4	184	2%	0.1458	90	7077	1%	1.08	(0.52)
		March 2012	3	231	1%	0.1132	83	8280	1%	0.45	(0.87)
	February 2012	7	192	4%	0.1874	175	7281	2%	1.11	(0.46)	
	January 2012	0	194	0%	0	124	7353	2%	-1.80	(2.09)	
	December 2011	1	198	1%	0.0709	108	7474	1%	-1.09	(1.67)	
	November 2011	2	204	1%	0.0985	91	7557	1%	-0.29	(1.18)	
	October 2011	1	206	0%	0.0695	88	7628	1%	-0.89	(1.54)	
	September 2011	3	210	1%	0.1187	121	7721	2%	-0.16	(1.10)	
	August 2011	2	214	1%	0.0962	115	7859	1%	-0.64	(1.39)	
	July 2011	0	216	0%	0	128	7947	2%	-1.86	(2.13)	
	June 2011	1	219	0%	0.0674	89	8036	1%	-0.91	(1.55)	
	May 2011	3	225	1%	0.1147	113	8114	1%	-0.07	(1.05)	
	MR-8 Trouble Rate Unbundled Loop Analog Parity	April 2012	150	49344	0%	0.0551	7766	847115	1%	-13.88	(9.44)
		March 2012	147	54567	0%	0.0518	8653	854235	1%	-16.82	(11.22)
February 2012		197	50195	0%	0.0625	11945	861940	1%	-18.51	(12.25)	
January 2012		143	50603	0%	0.0531	7901	870017	1%	-14.42	(9.77)	
December 2011		120	51114	0%	0.0484	8279	878285	1%	-16.10	(10.79)	
November 2011		147	51629	0%	0.0533	8313	887056	1%	-14.96	(10.09)	
October 2011		155	52155	0%	0.0544	7320	895920	1%	-12.82	(8.79)	
September 2011		186	52537	0%	0.0594	8229	906508	1%	-13.01	(8.91)	
August 2011		155	53185	0%	0.0539	7554	916148	1%	-13.22	(9.04)	

	July 2011	172	53510	0%	0.0566	8151	927591	1%	-13.43	(9.17)	
	June 2011	166	53736	0%	0.0555	7967	937873	1%	-13.28	(9.07)	
	May 2011	145	54053	0%	0.0517	7428	947079	1%	-13.23	(9.04)	
MR-8 Trouble Rate Unbundled Loop ISDN Capable Parity	April 2012	0	245	0%	0	9	2212	0%	-0.95	(1.58)	
	March 2012	1	360	0%	0.0526	7	2847	0%	0.12	(1.18)	
	February 2012	1	271	0%	0.0606	7	2326	0%	0.19	(1.13)	
	January 2012	1	288	0%	0.0588	5	2364	0%	0.47	(1.00)	
	December 2011	1	294	0%	0.0582	2	2399	0%	1.44	(0.67)	
	November 2011	1	300	0%	0.0576	11	2445	0%	-0.28	(1.17)	
	October 2011	1	313	0%	0.0564	3	2489	0%	0.96	(0.81)	
	September 2011	2	322	1%	0.0786	5	2519	0%	1.60	(0.45)	
	August 2011	3	325	1%	0.0956	6	2558	0%	2.42	(0.11)	
	July 2011	1	331	0%	0.0549	5	2612	0%	0.43	(1.02)	
	June 2011	4	340	1%	0.1078	10	2647	0%	2.26	(0.08)	
	May 2011	1	346	0%	0.0537	19	2700	1%	-0.87	(1.53)	
	MR-8 Trouble Rate UNE - P (POTS) Parity	April 2012	1	24	4%	0.1998	7766	847107	1%	1.67	(0.48)
		March 2012	0	23	0%	0	8653	854227	1%	-0.49	(1.29)
February 2012		0	13	0%	0	11945	861932	1%	-0.43	(1.26)	
January 2012		0	13	0%	0	7901	870009	1%	-0.35	(1.21)	
December 2011		0	13	0%	0	8279	878277	1%	-0.35	(1.21)	
November 2011		0	13	0%	0	8313	887048	1%	-0.35	(1.21)	
October 2011		0	13	0%	0	7320	895912	1%	-0.33	(1.20)	
September 2011		0	14	0%	0	8229	906500	1%	-0.36	(1.22)	
August 2011		0	14	0%	0	7554	916140	1%	-0.34	(1.21)	
July 2011		0	14	0%	0	8151	927583	1%	-0.35	(1.21)	
June 2011		0	14	0%	0	7967	937865	1%	-0.35	(1.21)	
May 2011		0	14	0%	0	7428	947071	1%	-0.33	(1.20)	
MR-8 Trouble Rate UNE P (Centrex) Parity		April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	39	34359	0%	-0.03	(1.02)	
	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	
	MR-9A Repair Appointments Met Business Parity	April 2012	2	2	100%	0	654	749	87%	-0.54	(1.33)
		March 2012	3	3	100%	0	691	801	86%	-0.69	(1.42)
February 2012		4	5	80%	0.4	958	1126	85%	0.32	(1.08)	
January 2012		5	6	83%	0.3727	592	700	85%	0.08	(1.21)	
December 2011		7	7	100%	0	631	723	87%	-1.01	(1.61)	
November 2011		1	1	100%	0	749	832	90%	-0.33	(1.20)	
October 2011		0	0	0%	0	0	0	0%	0.00	0.00	
September 2011		4	5	80%	0.4	723	791	91%	0.91	(0.79)	
August 2011		3	3	100%	0	616	687	90%	-0.59	(1.36)	
July 2011		4	9	44%	0.4969	687	780	88%	4.02	0.73	

	June 2011	3	4	75%	0.433	735	847	87%	0.69	(0.90)	
	May 2011	3	3	100%	0	682	787	87%	-0.68	(1.41)	
MR-9A Repair Appointments Met Centrex Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	21	23	91%	3.17	(0.30)	
	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	
	MR-9A Repair Appointments Met Centrex 21 Parity	April 2012	0	1	0%	0	4	8	50%	0.94	(1.08)
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
February 2012		0	1	0%	0	5	5	100%	0.00	(0.41)	
January 2012		1	1	100%	0	9	10	90%	-0.32	(1.19)	
December 2011		1	1	100%	0	6	10	60%	-0.78	(1.47)	
November 2011		1	1	100%	0	5	6	83%	-0.41	(1.25)	
October 2011		0	0	0%	0	0	0	0%	0.00	0.00	
September 2011		1	1	100%	0	11	11	100%	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	9	13	69%	-0.64	(1.39)	
MR-9A Repair Appointments Met PBX Parity		April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	1	1	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	
	MR-9A Repair Appointments Met Residence Parity	April 2012	6	6	100%	0	4372	4910	89%	-0.86	(1.52)
		March 2012	6	7	86%	0.3499	5197	5729	91%	0.46	(0.99)
February 2012		7	7	100%	0	7507	8276	91%	-0.85	(1.51)	
January 2012		1	2	50%	0.5	4645	5193	89%	1.82	(0.49)	
December 2011		4	4	100%	0	4894	5397	91%	-0.64	(1.39)	
November 2011		8	8	100%	0	4798	5204	92%	-0.82	(1.50)	
October 2011		3	4	75%	0.433	4156	4454	93%	1.46	(0.58)	
September 2011		1	1	100%	0	4539	4792	95%	-0.24	(1.14)	
August 2011		4	4	100%	0	4257	4506	94%	-0.48	(1.29)	
July 2011		3	3	100%	0	4604	4989	92%	-0.50	(1.30)	
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
MR-9A Repair Appointments Met UNE - P (POTS) Parity	April 2012	1	1	100%	0	5026	5659	89%	-0.35	(1.22)
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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
	MR-9B Repair Appointments Met Business Parity	April 2012	0	1	0%	0	151	187	81%	2.04
March 2012		2	2	100%	0	166	198	84%	-0.62	(1.38)
February 2012		1	1	100%	0	172	208	83%	-0.46	(1.28)
January 2012		1	1	100%	0	140	157	89%	-0.35	(1.21)
December 2011		1	1	100%	0	156	188	83%	-0.45	(1.27)
November 2011		4	4	100%	0	179	207	86%	-0.78	(1.48)
October 2011		0	0	0%	0	0	0	0%	0.00	0.00
September 2011		1	1	100%	0	210	242	87%	-0.39	(1.24)
August 2011		0	1	0%	0	169	193	88%	2.65	(0.31)
July 2011		1	2	50%	0.5	173	200	87%	1.50	(0.61)
June 2011		1	2	50%	0.5	161	189	85%	1.39	(0.65)
May 2011		1	1	100%	0	143	167	86%	-0.41	(1.25)
MR-9B Repair Appointments Met PBX Parity		April 2012	0	0	0%	0	0	0	0%	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	1	1	100%	0.00	0.00
	September 2011	0	0	0%	0	0	0	0%	0.00	0.00
	August 2011	1	1	100%	0	3	3	100%	0.00	0.00
	July 2011	0	0	0%	0	0	0	0%	0.00	0.00
	June 2011	1	1	100%	0	1	1	100%	0.00	0.00
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
	MR-9B Repair Appointments Met Residence Parity	April 2012	3	3	100%	0	1085	1169	93%	-0.48
March 2012		1	1	100%	0	1121	1236	91%	-0.32	(1.19)
February 2012		1	1	100%	0	1381	1515	91%	-0.31	(1.19)
January 2012		1	2	50%	0.5	981	1088	90%	1.91	(0.46)
December 2011		0	1	0%	0	1094	1205	91%	3.14	(0.20)
November 2011		1	1	100%	0	1170	1269	92%	-0.29	(1.18)
October 2011		0	0	0%	0	0	0	0%	0.00	0.00
September 2011		1	1	100%	0	1343	1412	95%	-0.23	(1.14)
August 2011		0	0	0%	0	0	0	0%	0.00	0.00
July 2011		1	1	100%	0	1219	1311	93%	-0.27	(1.17)
June 2011		1	1	100%	0	1228	1319	93%	-0.27	(1.17)
May 2011		1	1	100%	0	1109	1211	92%	-0.30	(1.18)

MR-9C Repair Appointments Met Business Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	February 2012	1	1	100%	0	168	172	98%	-0.15	(1.09)	
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	December 2011	3	3	100%	0	135	138	98%	-0.26	(1.16)	
	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	188	196	96%	-0.29	(1.18)	
	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	2	2	100%	0	145	148	98%	-0.20	(1.12)	
	May 2011	1	1	100%	0	147	149	99%	-0.12	(1.07)	
	MR-9C Repair Appointments Met Centrex 21 Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
February 2012		1	1	100%	0	1	2	50%	-0.82	(1.50)	
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	2	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		
MR-9C Repair Appointments Met Residence Parity	April 2012	2	2	100%	0	625	637	98%	-0.20	(1.12)	
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	December 2011	2	2	100%	0	619	628	99%	-0.17	(1.10)	
	November 2011	3	3	100%	0	615	623	99%	-0.20	(1.12)	
	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	691	714	97%	-0.18	(1.11)	
	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		
NI-1A Trunk Blockage to CTL-Q Tandem Offices LIS Trunk Parity 0.01	April 2012	12	43582	0%	0.0018	0	0	0%	0.00	(2.92)	
	March 2012	22	43342	0%	0.0029	0	0	0%	0.00	(2.85)	
	February 2012	30	41902	0%	0.003	0	0	0%	0.00	(2.79)	
	January 2012	6	42910	0%	0.0009	0	0	0%	0.00	(2.96)	
	December 2011	5	28008	0%	0.0008	0	0	0%	0.00	(2.95)	
	November 2011	3	27744	0%	0.0007	8	16097	0%	-24.52	(15.91)	
	October 2011	5	27960	0%	0.0009	2	16097	0%	4.92	1.99	
	September 2011	2	27864	0%	0.0004	3	16097	0%	-18.53	(12.27)	
	August 2011	3	27216	0%	0.0006	1	16097	0%	15.57	8.47	
	July 2011	5	27600	0%	0.0009	33	16097	0%	-34.67	(22.08)	
	June 2011	5	28632	0%	0.0012	1	16097	0%	45.52	26.67	
May 2011	3	28848	0%	0.0006	8	16097	0%	-15.76	(10.58)		
NI-1B Trunk Blockage to CTL-Q End	April 2012	1	16195	0%	0.0007	0	0	0%	0.00	(2.99)	

Offices LIS Trunk Parity 0.01	March 2012	1	16243	0%	0.0006	0	0	0%	0.00	(2.97)
	February 2012	1	16279	0%	0.0004	0	0	0%	0.00	(2.99)
	January 2012	0	16303	0%	0.0002	0	0	0%	0.00	(3.00)
	December 2011	0	1956	0%	0	0	0	0%	0.00	(3.00)
	November 2011	0	1956	0%	0.0004	1	14347	0%	-1.58	(1.96)
	October 2011	0	1956	0%	0.0002	0	14347	0%	4.37	1.66
	September 2011	1	1836	0%	0.001	1	14347	0%	12.48	6.58
	August 2011	0	1836	0%	0	2	14347	0%	-3.63	(3.21)
	July 2011	0	1908	0%	0	3	14347	0%	-6.37	(4.87)
	June 2011	0	1956	0%	0	1	14347	0%	-7.02	(5.27)
	May 2011	0	1956	0%	0	0	14347	0%	-3.73	(3.27)
	NI-1C Trunk Blockage to CTL-Q Tandem Offices LIS Trunk Diagnostic	April 2012	49	44374	0%	0.0107	0	0	0%	0.00
March 2012		79	44134	0%	0.017	0	0	0%	0.00	0.00
February 2012		134	44158	0%	0.0174	0	0	0%	0.00	0.00
January 2012		54	44038	0%	0.0132	0	0	0%	0.00	0.00
December 2011		55	28560	0%	0.0173	0	0	0%	0.00	0.00
November 2011		62	28536	0%	0.0178	0	0	0%	0.00	0.00
October 2011		38	28464	0%	0.0142	0	0	0%	0.00	0.00
September 2011		45	28824	0%	0.0162	0	0	0%	0.00	0.00
August 2011		46	28272	0%	0.0166	0	0	0%	0.00	0.00
July 2011		89	28560	0%	0.019	0	0	0%	0.00	0.00
June 2011		41	29256	0%	0.01	0	0	0%	0.00	0.00
May 2011		33	29496	0%	0.0074	0	0	0%	0.00	0.00
NI-1D Trunk Blockage to CTL-Q End Offices LIS Trunk Diagnostic	April 2012	1	16195	0%	0.0007	0	0	0%	0.00	0.00
	March 2012	1	16243	0%	0.0006	0	0	0%	0.00	0.00
	February 2012	1	16303	0%	0.001	0	0	0%	0.00	0.00
	January 2012	0	16303	0%	0.0002	0	0	0%	0.00	0.00
	December 2011	0	1956	0%	0	0	0	0%	0.00	0.00
	November 2011	0	1956	0%	0.0004	0	0	0%	0.00	0.00
	October 2011	0	1956	0%	0.0002	0	0	0%	0.00	0.00
	September 2011	4	1932	0%	0.0081	0	0	0%	0.00	0.00
	August 2011	4	1932	0%	0.0084	0	0	0%	0.00	0.00
	July 2011	8	2004	0%	0.0177	0	0	0%	0.00	0.00
	June 2011	2	2052	0%	0.0051	0	0	0%	0.00	0.00
	May 2011	7	2052	0%	0.0144	0	0	0%	0.00	0.00
OP-13A Coordinated Cuts Completed on Time Unbundled Loop - Analog Benchmark 0.95	April 2012	45	46	98%	0.1458	0	0	0%	0.00	(0.09)
	March 2012	34	35	97%	0.1666	0	0	0%	0.00	(0.07)
	February 2012	43	45	96%	0.2061	0	0	0%	0.00	(0.02)
	January 2012	41	41	100%	0	0	0	0%	0.00	(0.16)
	December 2011	48	49	98%	0.1414	0	0	0%	0.00	(0.09)
	November 2011	49	51	96%	0.1941	0	0	0%	0.00	(0.03)
	October 2011	91	95	96%	0.2008	0	0	0%	0.00	(0.02)
	September 2011	63	63	100%	0	0	0	0%	0.00	(0.16)
	August 2011	46	47	98%	0.1443	0	0	0%	0.00	(0.09)
	July 2011	170	172	99%	0.1072	0	0	0%	0.00	(0.12)
	June 2011	112	114	98%	0.1313	0	0	0%	0.00	(0.10)
	May 2011	130	133	98%	0.1485	0	0	0%	0.00	(0.09)
OP-13A Coordinated Cuts Completed on Time Unbundled Loop Other Benchmark	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00

0.95	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	0	0	0%	0.00	(0.16)	
	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	
	OP-13B Coordinated Cuts Started Without CLEC Approval Unbundled Loop - Analog Diagnostic	April 2012	0	46	0%	0	0	0	0%	0.00	0.00
	March 2012	0	35	0%	0	0	0	0%	0.00	0.00	
February 2012	0	45	0%	0	0	0	0%	0.00	0.00		
January 2012	0	41	0%	0	0	0	0%	0.00	0.00		
December 2011	0	50	0%	0	0	0	0%	0.00	0.00		
November 2011	0	51	0%	0	0	0	0%	0.00	0.00		
October 2011	0	95	0%	0	0	0	0%	0.00	0.00		
September 2011	0	63	0%	0	0	0	0%	0.00	0.00		
August 2011	0	47	0%	0	0	0	0%	0.00	0.00		
July 2011	0	176	0%	0	0	0	0%	0.00	0.00		
June 2011	0	115	0%	0	0	0	0%	0.00	0.00		
May 2011	1	134	1%	0.0861	0	0	0%	0.00	0.00		
OP-13B Coordinated Cuts Started Without CLEC Approval Unbundled Loop Other Diagnostic	April 2012	0	0	0%	0	0	0	0%	0.00	0.00	
March 2012	1	11	9%	0.2875	0	0	0%	0.00	0.00		
February 2012	0	6	0%	0	0	0	0%	0.00	0.00		
January 2012	0	0	0%	0	0	0	0%	0.00	0.00		
December 2011	0	33	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	15	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	4	0%	0	0	0	0%	0.00	0.00		
June 2011	0	30	0%	0	0	0	0%	0.00	0.00		
May 2011	0	17	0%	0	0	0	0%	0.00	0.00		
OP-15A Interval for Pending Orders Delayed Past Due Date Business Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00	
March 2012	7	1	7	0	4941	70	71	-1.17	(1.71)		
February 2012	0	0	0	0	0	0	0	0.00	0.00		
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		
OP-15A Interval for Pending Orders Delayed Past Due Date Enhanced Extended Loops (EELs) Diagnostic	April 2012	808	5	162	144.35	0	0	0.00	0.00		
March 2012	720	4	180	130	0	0	0	0.00	0.00		
February 2012	636	4	159	130	0	0	0	0.00	0.00		

	January 2012	548	4	137	130	0	0	0	0.00	0.00
	December 2011	466	5	93	123.59	0	0	0	0.00	0.00
	November 2011	384	4	96	130	0	0	0	0.00	0.00
	October 2011	300	4	75	130	0	0	0	0.00	0.00
	September 2011	249	3	83	143.76	0	0	0	0.00	0.00
	August 2011	226	1	226	0	0	0	0	0.00	0.00
	July 2011	206	1	206	0	0	0	0	0.00	0.00
	June 2011	184	1	184	0	0	0	0	0.00	0.00
	May 2011	165	2	83	113.84	0	0	0	0.00	0.00
OP-15A Interval for Pending Orders	April 2012	0	0	0	0	0	0	0	0.00	0.00
Delayed Past Due Date LIS Trunk Parity	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	January 2012	0	1	0	0	14	2	7	-1.35	(1.82)
	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	43	1	43	0	0	0	0	0.00	0.00
	June 2011	21	1	21	0	0	0	0	0.00	0.00
	May 2011	0	1	0	0	0	0	0	0.00	0.00
OP-15A Interval for Pending Orders	April 2012	447	3	149	16.46	38355	310	124	0.65	(0.76)
Delayed Past Due Date Residence Parity	March 2012	376	3	125	13.58	34319	331	104	0.63	(0.71)
	February 2012	318	4	80	47.89	28234	327	86	-0.27	(1.16)
	January 2012	239	3	80	8.96	25727	370	70	0.42	(0.77)
	December 2011	176	5	35	30.16	19717	355	56	-1.23	(1.75)
	November 2011	107	3	36	3.79	16876	395	43	-0.33	(1.20)
	October 2011	39	3	13	1	11321	408	28	-0.61	(1.37)
	September 2011	0	1	0	0	7252	159	46	-0.81	(1.49)
	August 2011	22	1	22	0	5548	136	41	-0.38	(1.23)
	July 2011	48	5	10	8.2	4466	114	39	-1.42	(1.86)
	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
OP-15A Interval for Pending Orders	April 2012	26532	38	698	657.77	0	0	0	0.00	0.00
Delayed Past Due Date Unbundled Loop - 2	March 2012	25722	48	536	645.78	0	0	0	0.00	0.00
Wire Non-Loaded Parity	February 2012	23494	24	979	631.84	9	1	9	0.00	0.00
	January 2012	23888	28	853	645.26	0	0	0	0.00	0.00
	December 2011	23364	30	779	654.81	0	0	0	0.00	0.00
	November 2011	22812	26	877	622.65	78	3	26	0.00	0.00
	October 2011	22266	26	856	622.65	15	3	5	0.00	0.00
	September 2011	21749	24	906	594.45	0	0	0	0.00	0.00
	August 2011	20940	21	997	544.29	0	0	0	0.00	0.00
	July 2011	20520	21	977	544.29	0	0	0	0.00	0.00
	June 2011	20058	21	955	544.29	0	0	0	0.00	0.00
	May 2011	20009	25	800	587.16	0	0	0	0.00	0.00
OP-15A Interval for Pending Orders	April 2012	20456	42	487	485.07	0	0	0	0.00	0.00
Delayed Past Due Date Unbundled Loop -	March 2012	20422	38	537	474.01	0	0	0	0.00	0.00
ADSL Qualified Parity	February 2012	18418	25	737	444.26	9	1	9	0.00	0.00
	January 2012	17782	24	741	433.64	0	0	0	0.00	0.00

	December 2011	17278	24	720	433.64	0	0	0	0.00	0.00
	November 2011	17901	25	716	465.14	78	3	26	0.00	0.00
	October 2011	17376	25	695	465.14	15	3	5	0.00	0.00
	September 2011	16869	23	733	435.8	0	0	0	0.00	0.00
	August 2011	16647	24	694	431.43	0	0	0	0.00	0.00
	July 2011	16167	24	674	431.43	0	0	0	0.00	0.00
	June 2011	15171	20	759	391.76	0	0	0	0.00	0.00
	May 2011	14778	21	704	412.1	0	0	0	0.00	0.00
OP-15A Interval for Pending Orders	April 2012	601	7	86	75.84	175	3	58	0.51	(0.94)
Delayed Past Due Date Unbundled Loop -	March 2012	496	4	124	15.36	126	1	126	0.00	0.00
DS1 Capable Parity	February 2012	364	4	91	32.19	581	7	83	0.18	(0.83)
	January 2012	172	3	57	27.15	479	8	60	-0.06	(1.04)
	December 2011	109	3	36	27.15	339	4	85	-0.99	(1.60)
	November 2011	89	3	30	4.16	331	10	33	-0.11	(1.07)
	October 2011	28	4	7	4.76	355	6	59	-1.62	(1.98)
	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	181	10	18	-1.20	(1.73)
	May 2011	45	1	45	0	73	11	7	6.47	0.04
OP-15A Interval for Pending Orders	April 2012	3201	32	100	61.1	7019	81	87	1.03	(0.35)
Delayed Past Due Date Unbundled Loop	March 2012	2591	29	89	52.68	6276	95	66	2.10	0.20
Analog Parity	February 2012	4960	99	50	49.43	5221	96	54	-0.70	(1.42)
	January 2012	3544	76	47	43.23	4039	96	42	0.88	(0.53)
	December 2011	3144	60	52	28	3186	80	40	2.86	0.53
	November 2011	1941	54	36	26.12	2925	99	30	1.47	(0.23)
	October 2011	1187	51	23	30.08	1826	109	17	1.77	(0.01)
	September 2011	593	14	42	33.02	1246	47	27	1.42	(0.23)
	August 2011	464	18	26	21.95	1063	46	23	0.32	(0.80)
	July 2011	307	27	11	11.86	700	35	20	-1.28	(1.78)
	June 2011	141	21	7	4.76	789	35	23	-2.30	(2.40)
	May 2011	8	6	1	2.8	734	32	23	-1.42	(1.86)
OP-15B Count of Pending Orders Delayed	April 2012	0	0	0	0	0	0	0	0.00	0.00
for Facilities Reasons Business Diagnostic	March 2012	1	1	1	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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
OP-15B Count of Pending Orders Delayed	April 2012	1	5	0	0.4	0	0	0	0.00	0.00
for Facilities Reasons Enhanced Extended	March 2012	1	4	0	0.433	0	0	0	0.00	0.00
Loops (EELs) Diagnostic	February 2012	1	4	0	0.433	0	0	0	0.00	0.00
	January 2012	1	4	0	0.433	0	0	0	0.00	0.00
	December 2011	2	5	0	0.4899	0	0	0	0.00	0.00

	November 2011	1	4	0	0.433	0	0	0	0.00	0.00
	October 2011	1	4	0	0.433	0	0	0	0.00	0.00
	September 2011	1	3	0	0.4714	0	0	0	0.00	0.00
	August 2011	1	1	1	0	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	2	2	1	0	0	0	0	0.00	0.00
OP-15B Count of Pending Orders Delayed for Facilities Reasons LIS Trunk Diagnostic	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	January 2012	0	1	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	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
OP-15B Count of Pending Orders Delayed for Facilities Reasons Residence Diagnostic	April 2012	0	3	0	0	0	0	0	0.00	0.00
	March 2012	0	3	0	0	0	0	0	0.00	0.00
	February 2012	0	4	0	0	0	0	0	0.00	0.00
	January 2012	0	3	0	0	0	0	0	0.00	0.00
	December 2011	1	5	0	0.4	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	1	1	0	0	0	0	0.00	0.00
	August 2011	0	1	0	0	0	0	0	0.00	0.00
	July 2011	0	5	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
OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded Diagnostic	April 2012	24	38	1	0.4824	0	0	0	0.00	0.00
	March 2012	34	48	1	0.4545	0	0	0	0.00	0.00
	February 2012	20	24	1	0.3727	0	0	0	0.00	0.00
	January 2012	22	28	1	0.4103	0	0	0	0.00	0.00
	December 2011	22	30	1	0.4422	0	0	0	0.00	0.00
	November 2011	22	26	1	0.3608	0	0	0	0.00	0.00
	October 2011	22	26	1	0.3608	0	0	0	0.00	0.00
	September 2011	22	24	1	0.2764	0	0	0	0.00	0.00
	August 2011	20	21	1	0.213	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	24	25	1	0.196	0	0	0	0.00	0.00
OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - ADSL Qualified Diagnostic	April 2012	33	42	1	0.4103	0	0	0	0.00	0.00
	March 2012	29	38	1	0.4251	0	0	0	0.00	0.00
	February 2012	23	25	1	0.2713	0	0	0	0.00	0.00
	January 2012	22	24	1	0.2764	0	0	0	0.00	0.00
	December 2011	22	24	1	0.2764	0	0	0	0.00	0.00
	November 2011	23	25	1	0.2713	0	0	0	0.00	0.00

	October 2011	23	25	1	0.2713	0	0	0	0.00	0.00
	September 2011	23	23	1	0	0	0	0	0.00	0.00
	August 2011	22	24	1	0.2764	0	0	0	0.00	0.00
	July 2011	24	24	1	0	0	0	0	0.00	0.00
	June 2011	19	20	1	0.2179	0	0	0	0.00	0.00
	May 2011	21	21	1	0	0	0	0	0.00	0.00
OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable Diagnostic	April 2012	3	7	0	0.4949	0	0	0	0.00	0.00
	March 2012	2	4	1	0.5	0	0	0	0.00	0.00
	February 2012	1	4	0	0.433	0	0	0	0.00	0.00
	January 2012	0	3	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	0	0	0.00	0.00
	October 2011	1	4	0	0.433	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
OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog Diagnostic	April 2012	9	32	0	0.4496	0	0	0	0.00	0.00
	March 2012	8	29	0	0.4469	0	0	0	0.00	0.00
	February 2012	42	99	0	0.4942	0	0	0	0.00	0.00
	January 2012	21	76	0	0.4472	0	0	0	0.00	0.00
	December 2011	13	60	0	0.412	0	0	0	0.00	0.00
	November 2011	11	54	0	0.4028	0	0	0	0.00	0.00
	October 2011	13	51	0	0.4358	0	0	0	0.00	0.00
	September 2011	8	14	1	0.4949	0	0	0	0.00	0.00
	August 2011	10	18	1	0.4969	0	0	0	0.00	0.00
	July 2011	11	27	0	0.4914	0	0	0	0.00	0.00
	June 2011	8	21	0	0.4856	0	0	0	0.00	0.00
	May 2011	3	6	1	0.5	0	0	0	0.00	0.00
OP-17A Timeliness of Disconnects associated with LNP Orders LNP Benchmark 0.9825	April 2012	5624	5624	100%	0	0	0	0%	0.00	(0.05)
	March 2012	5007	5007	100%	0	0	0	0%	0.00	(0.05)
	February 2012	5112	5112	100%	0	0	0	0%	0.00	(0.05)
	January 2012	12854	12854	100%	0	0	0	0%	0.00	(0.05)
	December 2011	4922	4922	100%	0	0	0	0%	0.00	(0.05)
	November 2011	6946	6946	100%	0	0	0	0%	0.00	(0.05)
	October 2011	5890	5890	100%	0	0	0	0%	0.00	(0.05)
	September 2011	6051	6051	100%	0	0	0	0%	0.00	(0.05)
	August 2011	6739	6739	100%	0	0	0	0%	0.00	(0.05)
	July 2011	7347	7347	100%	0	0	0	0%	0.00	(0.05)
	June 2011	5266	5266	100%	0	0	0	0%	0.00	(0.05)
	May 2011	5095	5095	100%	0	0	0	0%	0.00	(0.05)
OP-17B Timeliness of Disconnects associated with LNP Orders LNP Diagnostic	April 2012	5624	5624	100%	0	0	0	0%	0.00	0.00
	March 2012	5007	5007	100%	0	0	0	0%	0.00	0.00
	February 2012	5112	5112	100%	0	0	0	0%	0.00	0.00
	January 2012	12854	12854	100%	0	0	0	0%	0.00	0.00
	December 2011	4922	4922	100%	0	0	0	0%	0.00	0.00
	November 2011	6946	6946	100%	0	0	0	0%	0.00	0.00
	October 2011	5890	5890	100%	0	0	0	0%	0.00	0.00

	September 2011	6051	6051	100%	0	0	0	0%	0.00	0.00
	August 2011	6739	6739	100%	0	0	0	0%	0.00	0.00
	July 2011	7347	7347	100%	0	0	0	0%	0.00	0.00
	June 2011	5266	5266	100%	0	0	0	0%	0.00	0.00
	May 2011	5095	5095	100%	0	0	0	0%	0.00	0.00
OP-2 Calls Answered within Twenty Seconds - Interconnect Provisioning Center Parity	April 2012	4084	4277	95%	0.2076	720559	917691	79%	0.00	0.00
	March 2012	3942	4085	97%	0.1838	605443	841128	72%	0.00	0.00
	February 2012	4481	4563	98%	0.1328	579099	858741	67%	0.00	0.00
	January 2012	4530	4668	97%	0.1694	748381	801778	93%	0.00	0.00
	December 2011	5017	5192	97%	0.1805	729223	942222	77%	0.00	0.00
	November 2011	4945	5466	90%	0.2937	633807	972047	65%	0.00	0.00
	October 2011	5017	5192	97%	0.1805	651393	1014498	64%	0.00	0.00
	September 2011	5396	5731	94%	0.2346	823860	1249573	66%	0.00	0.00
	August 2011	4688	4889	96%	0.1986	786550	1036343	76%	0.00	0.00
	July 2011	5180	5325	97%	0.1628	852202	1102221	77%	0.00	0.00
	June 2011	4944	5019	99%	0.1213	805694	1046270	77%	0.00	0.00
	May 2011	4530	4936	92%	0.2747	836027	1019406	82%	0.00	0.00
OP-3A Installation Commitments Met Business Parity	April 2012	1	1	100%	0	821	845	97%	-0.17	(1.10)
	March 2012	5	5	100%	0	755	782	97%	-0.42	(1.26)
	February 2012	4	4	100%	0	655	685	96%	-0.43	(1.26)
	January 2012	1	1	100%	0	743	764	97%	-0.17	(1.10)
	December 2011	3	3	100%	0	779	809	96%	-0.34	(1.21)
	November 2011	2	2	100%	0	852	885	96%	-0.28	(1.17)
	October 2011	0	0	0%	0	0	0	0%	0.00	0.00
	September 2011	1	1	100%	0	872	898	97%	-0.17	(1.10)
	August 2011	0	0	0%	0	0	0	0%	0.00	0.00
	July 2011	1	1	100%	0	983	1024	96%	-0.20	(1.12)
	June 2011	2	2	100%	0	902	920	98%	-0.20	(1.12)
	May 2011	1	1	100%	0	898	920	98%	-0.16	(1.10)
OP-3A Installation Commitments Met Line Splitting Benchmark 0.95	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	100%	0	0	0	0%	0.00	(0.16)
	May 2011	1	1	100%	0	0	0	0%	0.00	(0.16)
OP-3A Installation Commitments Met Residence Parity	April 2012	8	8	100%	0	1768	1843	96%	-0.58	(1.35)
	March 2012	2	3	67%	0.4714	1577	1689	93%	1.86	(0.46)
	February 2012	8	8	100%	0	1695	1759	96%	-0.55	(1.33)
	January 2012	3	5	60%	0.4899	1892	1958	97%	4.53	0.39
	December 2011	25	25	100%	0	2169	2240	97%	-0.90	(1.55)
	November 2011	13	13	100%	0	3569	3653	98%	-0.55	(1.34)
	October 2011	24	26	92%	0.2665	3300	3377	98%	1.84	(0.29)
	September 2011	34	34	100%	0	3662	3743	98%	-0.86	(1.52)

	August 2011	26	26	100%	0	3241	3292	98%	-0.64	(1.39)	
	July 2011	30	31	97%	0.1767	3435	3484	99%	0.86	(0.78)	
	June 2011	15	15	100%	0	2986	3035	98%	-0.49	(1.30)	
	May 2011	11	11	100%	0	3187	3239	98%	-0.42	(1.26)	
OP-3B Installation Commitments Met Business Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	February 2012	1	1	100%	0	102	105	97%	-0.17	(1.10)	
	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	140	144	97%	-0.17	(1.10)	
	OP-3B Installation Commitments Met Residence Parity	April 2012	0	0	0%	0.00	0	0	0%	0.00	0.00
		March 2012	1	1	100%	0.00	444	461	96%	-0.20	(1.12)
February 2012		5	5	100%	0.00	460	473	97%	-0.37	(1.23)	
January 2012		2	2	100%	0.00	447	455	98%	-0.19	(1.11)	
December 2011		7	7	100%	0.00	521	533	98%	-0.40	(1.24)	
November 2011		0	0	0%	0.00	0	0	0%	0.00	0.00	
October 2011		3	3	100%	0.00	544	552	99%	-0.21	(1.13)	
September 2011		0	0	0%	0.00	0	0	0%	0.00	0.00	
August 2011		4	4	100%	0.00	560	571	98%	-0.28	(1.17)	
July 2011		6	6	100%	0.00	559	570	98%	-0.34	(1.21)	
June 2011		1	1	100%	0.00	574	584	98%	-0.13	(1.08)	
May 2011		0	0	0%	0	0	0	0%	0.00	0.00	
OP-3C Installation Commitments Met Business Parity		April 2012	1	1	100%	0	226	226	100%	0.00	0.00
		March 2012	10	10	100%	0	222	222	100%	0.00	0.00
	February 2012	6	6	100%	0	210	211	100%	-0.17	(1.10)	
	January 2012	3	3	100%	0	197	201	98%	-0.24	(1.15)	
	December 2011	11	11	100%	0	259	259	100%	0.00	0.00	
	November 2011	4	4	100%	0	404	406	100%	-0.14	(1.09)	
	October 2011	4	4	100%	0	310	312	99%	-0.16	(1.10)	
	September 2011	8	8	100%	0	310	311	100%	-0.16	(1.10)	
	August 2011	12	12	100%	0	313	315	99%	-0.27	(1.17)	
	July 2011	3	3	100%	0	354	356	99%	-0.13	(1.08)	
	June 2011	4	4	100%	0	352	354	99%	-0.15	(1.09)	
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00	
	OP-3C Installation Commitments Met Line Splitting Benchmark 0.95	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00	
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	2	100%	0	0	0	0%	0.00	(0.16)	
September 2011		0	0	0%	0	0	0	0%	0.00	0.00	
August 2011		2	2	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	1	1	100%	0	0	0	0%	0.00	(0.16)
OP-3C Installation Commitments Met	April 2012	7	7	100%	0	3714	3721	100%	-0.11	(1.07)
Residence Parity	March 2012	18	19	95%	0.2233	3629	3637	100%	4.68	0.03
	February 2012	23	23	100%	0	3428	3433	100%	-0.18	(1.11)
	January 2012	17	17	100%	0	3586	3589	100%	-0.12	(1.07)
	December 2011	22	22	100%	0	4029	4037	100%	-0.21	(1.13)
	November 2011	40	40	100%	0	4460	4464	100%	-0.19	(1.11)
	October 2011	32	32	100%	0	4016	4022	100%	-0.22	(1.13)
	September 2011	23	23	100%	0	4547	4558	100%	-0.24	(1.14)
	August 2011	13	13	100%	0	4096	4105	100%	-0.17	(1.10)
	July 2011	2	2	100%	0	4401	4405	100%	-0.04	(1.03)
	June 2011	1	1	100%	0	4282	4291	100%	-0.05	(1.02)
	May 2011	3	3	100%	0	4577	4579	100%	-0.04	(1.02)
OP-3C Installation Commitments Met UNE - P (POTS) Parity	April 2012	2	2	100%	0	3940	3947	100%	-0.06	(1.04)
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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
OP-3D Installation Commitments Met Basic Rate ISDN Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	2	2	100%	0	6	7	86%	-0.51	(1.31)
	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
OP-3D Installation Commitments Met Dark Fiber - IOF Diagnostic	April 2012	1	1	100%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	100%	0	0	0	0%	0.00	0.00
OP-3D Installation Commitments Met	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS0 Capable	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Benchmark 0.9	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	0	0	0%	0	0	0	0%	0.00	0.00
	October 2011	1	1	100%	0	0	0	0%	0.00	(0.33)
	September 2011	3	3	100%	0	0	0	0%	0.00	(0.33)
	August 2011	8	10	80%	0.4	0	0	0%	0.00	0.33
	July 2011	0	0	0%	0	0	0	0%	0.00	0.00
	June 2011	1	1	100%	0	0	0	0%	0.00	(0.33)
	May 2011	1	1	100%	0	0	0	0%	0.00	(0.33)
OP-3D Installation Commitments Met	April 2012	44	44	100%	0	0	0	0%	0.00	(0.33)
Enhanced Extended Loops - DS1 Capable	March 2012	16	16	100%	0	0	0	0%	0.00	(0.33)
Benchmark 0.9	February 2012	8	8	100%	0	0	0	0%	0.00	(0.33)
	January 2012	22	22	100%	0	0	0	0%	0.00	(0.33)
	December 2011	43	43	100%	0	0	0	0%	0.00	(0.33)
	November 2011	12	12	100%	0	0	0	0%	0.00	(0.33)
	October 2011	6	6	100%	0	0	0	0%	0.00	(0.33)
	September 2011	18	18	100%	0	0	0	0%	0.00	(0.33)
	August 2011	6	6	100%	0	0	0	0%	0.00	(0.33)
	July 2011	3	3	100%	0	0	0	0%	0.00	(0.33)
	June 2011	9	10	90%	0.3	0	0	0%	0.00	0.00
	May 2011	16	16	100%	0	0	0	0%	0.00	(0.33)
OP-3D Installation Commitments Met	April 2012	1	1	100%	0	0	0	0%	0.00	(0.33)
Enhanced Extended Loops - DS3 Capable	March 2012	2	2	100%	0	0	0	0%	0.00	(0.33)
Benchmark 0.9	February 2012	2	2	100%	0	0	0	0%	0.00	(0.33)
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	3	3	100%	0	0	0	0%	0.00	(0.33)
	November 2011	1	1	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	1	0%	0	0	0	0%	0.00	3.00
	August 2011	10	10	100%	0	0	0	0%	0.00	(0.33)
	July 2011	4	4	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
OP-3D Installation Commitments Met LIS	April 2012	17	17	100%	0	1	1	100%	0.00	0.00
Trunk Parity	March 2012	17	17	100%	0	4	4	100%	0.00	0.00
	February 2012	6	6	100%	0	0	0	0%	0.00	0.00
	January 2012	7	7	100%	0	1	1	100%	0.00	0.00
	December 2011	8	8	100%	0	3	3	100%	0.00	0.00
	November 2011	2	2	100%	0	3	3	100%	0.00	0.00
	October 2011	12	14	86%	0.3499	2	2	100%	0.00	(1.43)
	September 2011	13	15	87%	0.3399	3	3	100%	0.00	(1.30)
	August 2011	20	21	95%	0.213	2	2	100%	0.00	(1.83)
	July 2011	38	38	100%	0	7	8	88%	-0.97	(1.59)
	June 2011	9	9	100%	0	0	0	0%	0.00	0.00

OP-3D Installation Commitments Met PBX Parity	May 2011	18	18	100%	0	2	2	100%	0.00	0.00	
	April 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	March 2012	1	1	100%	0	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	1	1	100%	0	3	3	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	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	
	OP-3D Installation Commitments Met UDIT Above DS1 Level Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00	
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	5	6	83%	-0.63	(1.38)	
October 2011		4	4	100%	0	1	1	100%	0.00	0.00	
September 2011		2	2	100%	0	12	13	92%	-0.38	(1.23)	
August 2011		0	0	0%	0	0	0	0%	0.00	0.00	
July 2011		1	1	100%	0	12	14	86%	-0.39	(1.24)	
June 2011		0	0	0%	0	0	0	0%	0.00	0.00	
May 2011		2	2	100%	0	13	14	93%	-0.37	(1.22)	
OP-3D Installation Commitments Met UDIT DS1 Parity		April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
		February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	2	4	50%	0.5	18	19	95%	3.64	(0.09)	
	May 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	April 2012	328	328	100%	0	0	0	0%	0.00	(0.33)
		March 2012	328	348	94%	0.2327	0	0	0%	0.00	(0.14)
		February 2012	115	115	100%	0	0	0	0%	0.00	(0.33)
January 2012		144	144	100%	0	0	0	0%	0.00	(0.33)	
December 2011		173	173	100%	0	0	0	0%	0.00	(0.33)	
November 2011		171	173	99%	0.1069	0	0	0%	0.00	(0.29)	
October 2011		148	148	100%	0	0	0	0%	0.00	(0.33)	
September 2011		182	183	99%	0.0737	0	0	0%	0.00	(0.32)	
August 2011		170	170	100%	0	0	0	0%	0.00	(0.33)	
July 2011		124	125	99%	0.0891	0	0	0%	0.00	(0.31)	
June 2011		149	153	97%	0.1596	0	0	0%	0.00	(0.25)	
May 2011	259	260	100%	0.0619	0	0	0%	0.00	(0.32)		

OP-3D Installation Commitments Met Unbundled Loop - ADSL Qualified Benchmark 0.9	April 2012	126	136	93%	0.261	0	0	0%	0.00	(0.09)	
	March 2012	117	122	96%	0.1983	0	0	0%	0.00	(0.20)	
	February 2012	17	21	81%	0.3927	0	0	0%	0.00	0.30	
	January 2012	31	31	100%	0	0	0	0%	0.00	(0.33)	
	December 2011	19	20	95%	0.2179	0	0	0%	0.00	(0.17)	
	November 2011	42	42	100%	0	0	0	0%	0.00	(0.33)	
	October 2011	16	17	94%	0.2353	0	0	0%	0.00	(0.14)	
	September 2011	12	12	100%	0	0	0	0%	0.00	(0.33)	
	August 2011	25	25	100%	0	0	0	0%	0.00	(0.33)	
	July 2011	23	29	79%	0.4051	0	0	0%	0.00	0.36	
	June 2011	17	19	89%	0.3069	0	0	0%	0.00	0.02	
	May 2011	127	135	94%	0.2361	0	0	0%	0.00	(0.14)	
	OP-3D Installation Commitments Met Unbundled Loop - DS1 Capable Parity	April 2012	155	158	98%	0.1365	13	14	93%	-0.73	(1.44)
		March 2012	149	155	96%	0.1929	22	23	96%	-0.10	(1.06)
		February 2012	134	142	94%	0.2306	6	7	86%	-0.64	(1.39)
January 2012		134	145	92%	0.2648	15	17	88%	-0.51	(1.31)	
December 2011		163	164	99%	0.0778	16	17	94%	-0.88	(1.53)	
November 2011		87	87	100%	0	13	14	93%	-0.96	(1.59)	
October 2011		106	112	95%	0.2252	19	22	86%	-1.03	(1.63)	
September 2011		130	134	97%	0.1702	37	39	95%	-0.53	(1.32)	
August 2011		107	116	92%	0.2675	17	20	85%	-0.84	(1.51)	
July 2011		132	136	97%	0.169	49	51	96%	-0.31	(1.19)	
June 2011	165	171	96%	0.184	18	19	95%	-0.32	(1.20)		
May 2011	139	141	99%	0.1183	37	39	95%	-0.93	(1.57)		
OP-3D Installation Commitments Met Unbundled Loop - XDSLi Benchmark 0.9	April 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	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	0	0	0%	0	0	0	0%	0.00	0.00	
May 2011	1	1	100%	0	0	0	0%	0.00	(0.33)		
OP-3D Installation Commitments Met Unbundled Loop Analog Benchmark 0.9	April 2012	420	431	97%	0.1577	0	0	0%	0.00	(0.25)	
	March 2012	341	367	93%	0.2566	0	0	0%	0.00	(0.10)	
	February 2012	651	692	94%	0.2361	0	0	0%	0.00	(0.14)	
	January 2012	650	662	98%	0.1334	0	0	0%	0.00	(0.27)	
	December 2011	588	604	97%	0.1606	0	0	0%	0.00	(0.25)	
	November 2011	583	604	97%	0.1832	0	0	0%	0.00	(0.22)	
	October 2011	753	775	97%	0.1661	0	0	0%	0.00	(0.24)	
	September 2011	771	793	97%	0.1642	0	0	0%	0.00	(0.24)	
	August 2011	831	858	97%	0.1746	0	0	0%	0.00	(0.23)	
	July 2011	1080	1112	97%	0.1672	0	0	0%	0.00	(0.24)	
	June 2011	1055	1069	99%	0.1137	0	0	0%	0.00	(0.29)	
May 2011	836	862	97%	0.171	0	0	0%	0.00	(0.23)		
OP-3D Installation Commitments Met	April 2012	6	14	43%	0.4949	0	0	0%	0.00	1.57	

Unbundled Loop Conditioned Benchmark 0.9	March 2012	0	2	0%	0	0	0	0%	0.00	3.00	
	February 2012	15	18	83%	0.3727	0	0	0%	0.00	0.22	
	January 2012	3	5	60%	0.4899	0	0	0%	0.00	1.00	
	December 2011	12	15	80%	0.4	0	0	0%	0.00	0.33	
	November 2011	9	10	90%	0.3	0	0	0%	0.00	0.00	
	October 2011	2	8	25%	0.433	0	0	0%	0.00	2.17	
	September 2011	10	15	67%	0.4714	0	0	0%	0.00	0.78	
	August 2011	9	20	45%	0.4975	0	0	0%	0.00	1.50	
	July 2011	13	21	62%	0.4856	0	0	0%	0.00	0.94	
	June 2011	5	6	83%	0.3727	0	0	0%	0.00	0.22	
	May 2011	6	6	100%	0	0	0	0%	0.00	(0.33)	
	OP-3D Installation Commitments Met Unbundled Loop ISDN Capable Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	0	0	0%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00	
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		1	1	100%	0	10	10	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		0	0	0%	0	0	0	0%	0.00	0.00	
July 2011		1	1	100%	0	9	10	90%	-0.32	(1.19)	
June 2011		0	0	0%	0	0	0	0%	0.00	0.00	
May 2011		1	1	100%	0	5	5	100%	0.00	0.00	
OP-3E Installation Commitments Met Basic Rate ISDN Parity		April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	6	6	100%	0.00	0.00	
	August 2011	1	1	100%	0	2	3	67%	-0.61	(1.37)	
	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	
	OP-3E Installation Commitments Met Enhanced Extended Loops - DS1 Capable Benchmark 0.9	April 2012	86	86	100%	0	0	0	0%	0.00	(0.33)
March 2012		43	44	98%	0.149	0	0	0%	0.00	(0.26)	
February 2012		44	47	94%	0.2444	0	0	0%	0.00	(0.12)	
January 2012		54	56	96%	0.1856	0	0	0%	0.00	(0.21)	
December 2011		51	51	100%	0	0	0	0%	0.00	(0.33)	
November 2011		58	60	97%	0.1795	0	0	0%	0.00	(0.22)	
October 2011		52	53	98%	0.1361	0	0	0%	0.00	(0.27)	
September 2011		61	63	97%	0.1753	0	0	0%	0.00	(0.23)	
August 2011		52	53	98%	0.1361	0	0	0%	0.00	(0.27)	
July 2011		81	85	95%	0.2118	0	0	0%	0.00	(0.18)	
June 2011		69	69	100%	0	0	0	0%	0.00	(0.33)	
May 2011		68	72	94%	0.2291	0	0	0%	0.00	(0.15)	
OP-3E Installation Commitments Met Enhanced Extended Loops - DS3 Capable		April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	

Benchmark 0.9	February 2012	1	1	100%	0	0	0	0%	0.00	(0.33)	
	January 2012	1	1	100%	0	0	0	0%	0.00	(0.33)	
	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	(0.33)	
	August 2011	0	0	0%	0	0	0	0%	0.00	0.00	
	July 2011	4	4	100%	0	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)	
	OP-3E Installation Commitments Met LIS Trunk Parity	April 2012	9	10	90%	0.3	5	5	100%	0.00	(1.26)
		March 2012	10	11	91%	0.2875	13	13	100%	0.00	(0.94)
		February 2012	2	2	100%	0	7	7	100%	0.00	0.00
January 2012		1	1	100%	0	3	3	100%	0.00	0.00	
December 2011		4	4	100%	0	11	11	100%	0.00	0.00	
November 2011		5	5	100%	0	17	17	100%	0.00	0.00	
October 2011		3	3	100%	0	3	3	100%	0.00	0.00	
September 2011		9	9	100%	0	5	5	100%	0.00	0.00	
August 2011		5	5	100%	0	4	5	80%	-0.79	(1.48)	
July 2011		14	14	100%	0	4	4	100%	0.00	0.00	
June 2011		1	1	100%	0	4	5	80%	-0.46	(1.28)	
May 2011		4	6	67%	0.4714	6	6	100%	0.00	(0.55)	
OP-3E Installation Commitments Met PBX Parity		April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	3	3	100%	0	1	1	100%	0.00	0.00	
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	3	3	100%	0.00	(0.59)	
	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	
	OP-3E Installation Commitments Met UDIT Above DS1 Level Parity	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
March 2012		0	0	0%	0	0	0	0%	0.00	0.00	
February 2012		0	0	0%	0	0	0	0%	0.00	0.00	
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		1	1	100%	0	7	7	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		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	
OP-3E Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.9		April 2012	25	25	100%	0	0	0	0%	0.00	(0.33)
	March 2012	2	2	100%	0	0	0	0%	0.00	(0.33)	
	February 2012	4	4	100%	0	0	0	0%	0.00	(0.33)	

	January 2012	4	4	100%	0	0	0	0%	0.00	(0.33)
	December 2011	12	14	86%	0.3499	0	0	0%	0.00	0.14
	November 2011	1	2	50%	0.5	0	0	0%	0.00	1.33
	October 2011	3	3	100%	0	0	0	0%	0.00	(0.33)
	September 2011	3	3	100%	0	0	0	0%	0.00	(0.33)
	August 2011	2	2	100%	0	0	0	0%	0.00	(0.33)
	July 2011	3	3	100%	0	0	0	0%	0.00	(0.33)
	June 2011	2	2	100%	0	0	0	0%	0.00	(0.33)
	May 2011	10	10	100%	0	0	0	0%	0.00	(0.33)
OP-3E Installation Commitments Met	April 2012	9	9	100%	0	0	0	0%	0.00	(0.33)
Unbundled Loop - ADSL Qualified	March 2012	13	15	87%	0.3399	0	0	0%	0.00	0.11
Benchmark 0.9	February 2012	3	3	100%	0	0	0	0%	0.00	(0.33)
	January 2012	5	5	100%	0	0	0	0%	0.00	(0.33)
	December 2011	2	2	100%	0	0	0	0%	0.00	(0.33)
	November 2011	4	4	100%	0	0	0	0%	0.00	(0.33)
	October 2011	3	3	100%	0	0	0	0%	0.00	(0.33)
	September 2011	1	1	100%	0	0	0	0%	0.00	(0.33)
	August 2011	2	2	100%	0	0	0	0%	0.00	(0.33)
	July 2011	4	4	100%	0	0	0	0%	0.00	(0.33)
	June 2011	8	8	100%	0	0	0	0%	0.00	(0.33)
	May 2011	7	7	100%	0	0	0	0%	0.00	(0.33)
OP-3E Installation Commitments Met	April 2012	22	22	100%	0	18	24	75%	-1.96	(2.19)
Unbundled Loop - DS1 Capable Parity	March 2012	11	11	100%	0	6	11	55%	-2.14	(2.30)
	February 2012	23	23	100%	0	10	12	83%	-1.26	(1.76)
	January 2012	22	22	100%	0	6	9	67%	-1.79	(2.09)
	December 2011	17	17	100%	0	11	22	50%	-3.10	(2.88)
	November 2011	6	7	86%	0.3499	13	16	81%	-0.25	(1.15)
	October 2011	8	9	89%	0.3143	21	28	75%	-0.84	(1.51)
	September 2011	17	17	100%	0	34	37	92%	-1.01	(1.62)
	August 2011	10	10	100%	0	14	16	88%	-0.94	(1.57)
	July 2011	12	12	100%	0	26	35	74%	-1.76	(2.07)
	June 2011	11	13	85%	0.3608	24	34	71%	-0.94	(1.57)
	May 2011	16	16	100%	0	37	45	82%	-1.60	(1.97)
OP-3E Installation Commitments Met	April 2012	47	48	98%	0.1428	0	0	0%	0.00	(0.26)
Unbundled Loop Analog Benchmark 0.9	March 2012	30	30	100%	0	0	0	0%	0.00	(0.33)
	February 2012	75	78	96%	0.1923	0	0	0%	0.00	(0.21)
	January 2012	64	64	100%	0	0	0	0%	0.00	(0.33)
	December 2011	28	28	100%	0	0	0	0%	0.00	(0.33)
	November 2011	35	37	95%	0.2261	0	0	0%	0.00	(0.15)
	October 2011	71	79	90%	0.3017	0	0	0%	0.00	0.00
	September 2011	72	72	100%	0	0	0	0%	0.00	(0.33)
	August 2011	63	63	100%	0	0	0	0%	0.00	(0.33)
	July 2011	118	118	100%	0	0	0	0%	0.00	(0.33)
	June 2011	121	121	100%	0	0	0	0%	0.00	(0.33)
	May 2011	81	83	98%	0.1533	0	0	0%	0.00	(0.25)
OP-3E Installation Commitments Met	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop Conditioned Benchmark 0.9	March 2012	0	1	0%	0	0	0	0%	0.00	3.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00

	December 2011	7	7	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	2	50%	0.5	0	0	0%	0.00	1.33
	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	0	0	0%	0	0	0	0%	0.00	0.00
OP-3E Installation Commitments Met	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop ISDN Capable Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	2	3	67%	-0.61	(1.37)
	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
OP-4A Installation Interval Business Parity	April 2012	2	1	2	0	4772	826	6	-0.55	(1.34)
	March 2012	13	5	3	0.55	4246	762	6	-1.17	(1.71)
	February 2012	14	4	4	1.73	3379	642	5	-0.71	(1.43)
	January 2012	3	1	3	0	3796	729	5	-0.47	(1.28)
	December 2011	12	3	4	2.65	3960	778	5	-0.38	(1.23)
	November 2011	5	2	3	0.71	4364	860	5	-0.77	(1.47)
	October 2011	0	0	0	0	0	0	0	0.00	0.00
	September 2011	2	1	2	0	2435	573	4	-0.41	(1.25)
	August 2011	0	0	0	0	0	0	0	0.00	0.00
	July 2011	3	1	3	0	1977	560	4	-0.12	(1.07)
	June 2011	4	2	2	0	1828	509	4	-0.39	(1.24)
	May 2011	3	1	3	0	1778	488	4	-0.13	(1.08)
OP-4A Installation Interval Line Splitting	April 2012	0	0	0	0	0	0	0	0.00	0.00
Benchmark 3.3	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	3	1	3	0	0	0	0	0.00	(0.27)
	May 2011	3	1	3	0	0	0	0	0.00	(0.27)
OP-4A Installation Interval Residence	April 2012	24	8	3	1.41	5360	1735	3	-0.09	(1.05)
Parity	March 2012	33	3	11	14.73	4736	1609	3	6.25	0.88
	February 2012	18	5	4	1.52	5794	1692	3	0.15	(0.70)
	January 2012	27	5	5	3.36	5721	1870	3	2.04	(0.02)
	December 2011	75	21	4	1.12	6901	2162	3	0.57	(0.47)

	November 2011	42	8	5	1.67	15961	3556	4	0.65	(0.51)
	October 2011	126	23	5	1.24	15628	3268	5	0.87	(0.42)
	September 2011	93	19	5	1.59	9925	2679	4	1.81	(0.04)
	August 2011	19	6	3	0.41	7020	2230	3	0.02	(0.86)
	July 2011	61	16	4	1.42	7442	2275	3	0.99	(0.35)
	June 2011	52	11	5	1.49	6236	1886	3	1.50	0.12
	May 2011	9	3	3	0	7074	2110	3	-0.22	(1.13)
OP-4B Installation Interval Business Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	1	1	1	0	556	105	5	-0.74	(1.45)
	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	1	2	0	271	77	4	-0.41	(1.25)
OP-4B Installation Interval Residence Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	2	1	2	0	1871	450	4	-0.66	(1.40)
	February 2012	26	4	7	1.29	1837	463	4	1.78	(0.08)
	January 2012	16	2	8	1.41	1673	438	4	1.66	(0.01)
	December 2011	36	7	5	2.12	1921	516	4	1.35	(0.29)
	November 2011	0	0	0	0	0	0	0	0.00	0.00
	October 2011	13	2	7	0.71	2305	523	4	0.78	(0.31)
	September 2011	0	0	0	0	0	0	0	0.00	0.00
	August 2011	6	2	3	0	1237	423	3	0.05	(0.97)
	July 2011	8	2	4	1.41	1364	418	3	0.49	(0.40)
	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
OP-4C Installation Interval Business Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	6	6	1	0	198	117	2	-0.98	(1.60)
	February 2012	2	2	1	0	180	111	2	-0.83	(1.51)
	January 2012	0	0	0	0	0	0	0	0.00	0.00
	December 2011	1	1	1	0	195	138	1	-0.31	(1.19)
	November 2011	1	1	1	0	242	186	1	-0.33	(1.20)
	October 2011	2	2	1	0	219	144	2	-0.52	(1.31)
	September 2011	2	2	1	0	218	135	2	-0.70	(1.43)
	August 2011	4	4	1	0	186	133	1	-0.71	(1.43)
	July 2011	3	3	1	0	189	132	1	-0.69	(1.42)
	June 2011	2	3	1	0.58	191	122	2	-0.86	(1.52)
	May 2011	0	0	0	0	0	0	0	0.00	0.00
OP-4C Installation Interval Line Splitting Benchmark 3.3	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	5	2	3	0.71	0	0	0	0.00	(0.73)
	September 2011	0	0	0	0	0	0	0	0.00	0.00
	August 2011	6	2	3	0	0	0	0	0.00	(0.27)
	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)
OP-4C Installation Interval Residence Parity	April 2012	1	1	1	0	1851	1604	1	-0.24	(1.15)
	March 2012	1	2	1	0.71	1852	1618	1	-1.95	(2.18)
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	January 2012	0	0	0	0	0	0	0	0.00	0.00
	December 2011	0	1	0	0	2142	1986	1	-2.01	(2.22)
	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
OP-4D Installation Interval Basic Rate ISDN Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	January 2012	0	0	0	0	0	0	0	0.00	0.00
	December 2011	3	1	3	0	18	4	5	-1.34	(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	0	0	0	0	0	0	0	0.00	0.00
	May 2011	0	0	0	0	0	0	0	0.00	0.00
OP-4D Installation Interval Dark Fiber - IOF Diagnostic	April 2012	20	1	20	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	38	2	19	0	0	0	0	0.00	0.00
OP-4D Installation Interval E911 Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	12	1	12	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	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
OP-4D Installation Interval Enhanced	April 2012	0	0	0	0	0	0	0	0	0.00	0.00
Extended Loops - DS0 Capable Diagnostic	March 2012	0	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00
	January 2012	8	2	4	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	5	1	5	0	0	0	0	0	0.00	0.00
	September 2011	15	3	5	0	0	0	0	0	0.00	0.00
	August 2011	22	4	6	1	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	5	1	5	0	0	0	0	0	0.00	0.00
OP-4D Installation Interval Enhanced	April 2012	46	10	5	0.97	0	0	0	0	0.00	(0.70)
Extended Loops - DS1 Capable Benchmark	March 2012	60	13	5	0.87	0	0	0	0	0.00	(0.69)
6	February 2012	36	8	5	0.93	0	0	0	0	0.00	(0.75)
	January 2012	64	14	5	0.94	0	0	0	0	0.00	(0.71)
	December 2011	187	44	4	1.14	0	0	0	0	0.00	(0.88)
	November 2011	52	11	5	0.65	0	0	0	0	0.00	(0.64)
	October 2011	28	6	5	0.52	0	0	0	0	0.00	(0.67)
	September 2011	80	17	5	0.59	0	0	0	0	0.00	(0.65)
	August 2011	31	6	5	0.41	0	0	0	0	0.00	(0.42)
	July 2011	10	2	5	0	0	0	0	0	0.00	(0.50)
	June 2011	49	10	5	1.29	0	0	0	0	0.00	(0.55)
	May 2011	32	7	5	0.79	0	0	0	0	0.00	(0.71)
OP-4D Installation Interval LIS Trunk Parity	April 2012	0	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00
	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	21	1	21	0	0	0	0	0	0.00	0.00
	May 2011	0	0	0	0	0	0	0	0	0.00	0.00
OP-4D Installation Interval PBX Parity	April 2012	0	0	0	0	0	0	0	0	0.00	0.00
	March 2012	5	1	5	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00
	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	1	1	1	0	8	1	8	8	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	
OP-4D Installation Interval UDIT DS1 Parity	April 2012	0	0	0	0	0	0	0	0	0.00	0.00	
	March 2012	0	0	0	0	0	0	0	0	0.00	0.00	
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00	
	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	28	4	7	2.31	88	12	7	-0.22	(1.13)		
	May 2011	0	0	0	0	0	0	0	0.00	0.00		
	OP-4D Installation Interval Unbundled Loop - 2 Wire Non-Loaded Benchmark 6	April 2012	707	268	3	0.54	0	0	0	0	0.00	(1.68)
		March 2012	818	238	3	5.16	0	0	0	0	0.00	(1.28)
		February 2012	183	67	3	0.71	0	0	0	0	0.00	(1.63)
January 2012		244	102	2	0.55	0	0	0	0	0.00	(1.80)	
December 2011		254	103	2	0.62	0	0	0	0	0.00	(1.77)	
November 2011		320	124	3	0.61	0	0	0	0	0.00	(1.71)	
October 2011		177	61	3	0.3	0	0	0	0	0.00	(1.55)	
September 2011		394	145	3	0.66	0	0	0	0	0.00	(1.64)	
August 2011		308	123	3	0.58	0	0	0	0	0.00	(1.75)	
July 2011		234	87	3	0.7	0	0	0	0	0.00	(1.66)	
June 2011		182	66	3	1.1	0	0	0	0	0.00	(1.62)	
May 2011		349	139	3	0.66	0	0	0	0	0.00	(1.74)	
OP-4D Installation Interval Unbundled Loop - ADSL Qualified Benchmark 6		April 2012	348	113	3	0.61	0	0	0	0	0.00	(1.46)
		March 2012	363	117	3	1.53	0	0	0	0	0.00	(1.45)
		February 2012	58	19	3	0.62	0	0	0	0	0.00	(1.47)
	January 2012	58	21	3	0.44	0	0	0	0	0.00	(1.62)	
	December 2011	56	19	3	0.78	0	0	0	0	0.00	(1.53)	
	November 2011	80	27	3	0.19	0	0	0	0	0.00	(1.52)	
	October 2011	26	9	3	0.33	0	0	0	0	0.00	(1.56)	
	September 2011	17	6	3	0.41	0	0	0	0	0.00	(1.58)	
	August 2011	27	11	2	0.69	0	0	0	0	0.00	(1.77)	
	July 2011	83	14	6	7.92	0	0	0	0	0.00	(0.04)	
	June 2011	76	16	5	5.6	0	0	0	0	0.00	(0.63)	
	May 2011	199	67	3	0.63	0	0	0	0	0.00	(1.51)	
	OP-4D Installation Interval Unbundled Loop - DS1 Capable Benchmark 5.5	April 2012	582	134	4	1.36	0	0	0	0	0.00	(0.63)
		March 2012	527	111	5	2.42	0	0	0	0	0.00	(0.41)
		February 2012	427	105	4	1.46	0	0	0	0	0.00	(0.78)
January 2012		502	118	4	1.23	0	0	0	0	0.00	(0.68)	
December 2011		489	127	4	1.39	0	0	0	0	0.00	(0.90)	
November 2011		243	67	4	1.34	0	0	0	0	0.00	(1.02)	
October 2011		366	77	5	0.91	0	0	0	0	0.00	(0.41)	
September 2011		399	85	5	0.98	0	0	0	0	0.00	(0.44)	
August 2011		455	101	5	1.22	0	0	0	0	0.00	(0.54)	

	July 2011	415	96	4	1.18	0	0	0	0.00	(0.64)
	June 2011	428	104	4	1.52	0	0	0	0.00	(0.76)
	May 2011	387	88	4	0.94	0	0	0	0.00	(0.60)
OP-4D Installation Interval Unbundled Loop	April 2012	0	0	0	0	0	0	0	0.00	0.00
- XDSLi Benchmark 6	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	1	2	0	0	0	0	0.00	(2.00)
	August 2011	5	1	5	0	0	0	0	0.00	(0.50)
	July 2011	4	1	4	0	0	0	0	0.00	(1.00)
	June 2011	0	0	0	0	0	0	0	0.00	0.00
	May 2011	4	1	4	0	0	0	0	0.00	(1.00)
OP-4D Installation Interval Unbundled Loop	April 2012	1768	367	5	1.04	0	0	0	0.00	(0.59)
Analog Benchmark 6	March 2012	1381	287	5	2.8	0	0	0	0.00	(0.59)
	February 2012	2433	612	4	1.39	0	0	0	0.00	(1.01)
	January 2012	2626	605	4	3.92	0	0	0	0.00	(0.83)
	December 2011	2472	574	4	2.6	0	0	0	0.00	(0.85)
	November 2011	2003	497	4	1.3	0	0	0	0.00	(0.98)
	October 2011	2710	620	4	1.36	0	0	0	0.00	(0.81)
	September 2011	2710	632	4	1.34	0	0	0	0.00	(0.86)
	August 2011	2840	679	4	1.43	0	0	0	0.00	(0.91)
	July 2011	3466	799	4	1.42	0	0	0	0.00	(0.83)
	June 2011	3460	812	4	1.41	0	0	0	0.00	(0.87)
	May 2011	2734	633	4	1.36	0	0	0	0.00	(0.84)
OP-4D Installation Interval Unbundled Loop	April 2012	195	12	16	4.27	0	0	0	0.00	0.25
Conditioned Benchmark 15	March 2012	42	2	21	0	0	0	0	0.00	1.20
	February 2012	264	18	15	3.55	0	0	0	0.00	(0.07)
	January 2012	57	5	11	7.77	0	0	0	0.00	(0.72)
	December 2011	242	15	16	15.78	0	0	0	0.00	0.23
	November 2011	128	10	13	4.05	0	0	0	0.00	(0.44)
	October 2011	105	8	13	3.56	0	0	0	0.00	(0.38)
	September 2011	221	13	17	3.19	0	0	0	0.00	0.40
	August 2011	301	20	15	3.65	0	0	0	0.00	0.01
	July 2011	146	15	10	3.97	0	0	0	0.00	(1.05)
	June 2011	41	4	10	5.5	0	0	0	0.00	(0.95)
	May 2011	34	6	6	4.59	0	0	0	0.00	(1.87)
OP-4D Installation Interval Unbundled Loop	April 2012	0	0	0	0	0	0	0	0.00	0.00
ISDN Capable Parity	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	41	6	7	-0.54	(1.33)
	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
	August 2011	0	0	0	0	0	0	0	0.00	0.00
	July 2011	5	1	5	0	38	9	4	0.33	(0.86)

	June 2011	0	0	0	0	0	0	0	0	0.00	0.00
	May 2011	3	1	3	0	17	4	4		-0.54	(1.33)
OP-4E Installation Interval Basic Rate ISDN Parity	April 2012	0	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00
	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	15	1	15	0	3	1	3		0.00	0.00
	August 2011	10	1	10	0	23	2	12		-0.19	(1.12)
	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
OP-4E Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6	April 2012	219	51	4	1.1	0	0	0	0	0.00	(0.85)
	March 2012	183	39	5	0.86	0	0	0	0	0.00	(0.65)
	February 2012	179	37	5	1.17	0	0	0	0	0.00	(0.58)
	January 2012	208	46	5	1.11	0	0	0	0	0.00	(0.74)
	December 2011	177	41	4	0.99	0	0	0	0	0.00	(0.84)
	November 2011	228	50	5	1.98	0	0	0	0	0.00	(0.72)
	October 2011	213	47	5	0.93	0	0	0	0	0.00	(0.73)
	September 2011	285	60	5	1.2	0	0	0	0	0.00	(0.63)
	August 2011	155	35	4	0.88	0	0	0	0	0.00	(0.79)
	July 2011	346	79	4	1.6	0	0	0	0	0.00	(0.81)
	June 2011	225	51	4	0.85	0	0	0	0	0.00	(0.79)
	May 2011	264	56	5	1.49	0	0	0	0	0.00	(0.64)
OP-4E Installation Interval Enhanced Extended Loops - DS3 Capable Diagnostic	April 2012	0	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00
	January 2012	7	1	7	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	7	1	7	0	0	0	0	0	0.00	0.00
OP-4E Installation Interval LIS Trunk Parity	April 2012	0	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00
	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	7	1	7	0	0	0	0	0	0.00	0.00	

OP-4E Installation Interval PBX Parity	May 2011	0	0	0	0	0	0	0	0	0.00	0.00	
	April 2012	0	0	0	0	0	0	0	0	0.00	0.00	
	March 2012	15	3	5	0	1	1	1	1	0.00	0.00	
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00	
	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	6	1	6	0	15	2	8	8	-0.35	(1.21)	
	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	
	OP-4E Installation Interval Unbundled Loop 2 Wire Non-Loaded Benchmark 6	April 2012	20	7	3	0.38	0	0	0	0	0.00	(1.57)
March 2012		6	2	3	0	0	0	0	0	0.00	(1.50)	
February 2012		8	3	3	0.58	0	0	0	0	0.00	(1.67)	
January 2012		3	1	3	0	0	0	0	0	0.00	(1.50)	
December 2011		31	9	3	1.51	0	0	0	0	0.00	(1.28)	
November 2011		2	1	2	0	0	0	0	0	0.00	(2.00)	
October 2011		7	3	2	0.58	0	0	0	0	0.00	(1.83)	
September 2011		9	3	3	0	0	0	0	0	0.00	(1.50)	
August 2011		6	2	3	0	0	0	0	0	0.00	(1.50)	
July 2011		9	3	3	0	0	0	0	0	0.00	(1.50)	
June 2011		4	2	2	1.41	0	0	0	0	0.00	(2.00)	
May 2011		24	8	3	0	0	0	0	0	0.00	(1.50)	
OP-4E Installation Interval Unbundled Loop ADSL Qualified Benchmark 6		April 2012	27	9	3	0	0	0	0	0	0.00	(1.50)
		March 2012	65	14	5	4.83	0	0	0	0	0.00	(0.68)
	February 2012	6	2	3	0	0	0	0	0	0.00	(1.50)	
	January 2012	12	4	3	0	0	0	0	0	0.00	(1.50)	
	December 2011	0	0	0	0	0	0	0	0	0.00	0.00	
	November 2011	3	1	3	0	0	0	0	0	0.00	(1.50)	
	October 2011	5	2	3	0.71	0	0	0	0	0.00	(1.75)	
	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	12	4	3	0	0	0	0	0	0.00	(1.50)	
	June 2011	20	8	3	0.53	0	0	0	0	0.00	(1.75)	
	May 2011	10	4	3	0.58	0	0	0	0	0.00	(1.75)	
	OP-4E Installation Interval Unbundled Loop DS1 Capable Benchmark 5.5	April 2012	82	19	4	1.16	0	0	0	0	0.00	(0.65)
		March 2012	41	9	5	1.01	0	0	0	0	0.00	(0.52)
February 2012		70	19	4	0.89	0	0	0	0	0.00	(0.99)	
January 2012		50	13	4	1.57	0	0	0	0	0.00	(0.90)	
December 2011		72	17	4	1.15	0	0	0	0	0.00	(0.69)	
November 2011		17	4	4	1.5	0	0	0	0	0.00	(0.68)	
October 2011		40	8	5	0.53	0	0	0	0	0.00	(0.27)	
September 2011		74	16	5	0.62	0	0	0	0	0.00	(0.48)	
August 2011		38	9	4	1.3	0	0	0	0	0.00	(0.70)	
July 2011		40	11	4	1.43	0	0	0	0	0.00	(1.02)	
June 2011		51	12	4	1.36	0	0	0	0	0.00	(0.68)	
May 2011	67	14	5	0.43	0	0	0	0	0.00	(0.39)		

OP-4E Installation Interval Unbundled Loop Analog Benchmark 6	April 2012	177	42	4	1.62	0	0	0	0.00	(0.89)
	March 2012	120	26	5	0.8	0	0	0	0.00	(0.69)
	February 2012	284	60	5	1.65	0	0	0	0.00	(0.63)
	January 2012	226	55	4	0.88	0	0	0	0.00	(0.95)
	December 2011	92	23	4	1.13	0	0	0	0.00	(1.00)
	November 2011	112	26	4	1.12	0	0	0	0.00	(0.85)
	October 2011	222	52	4	0.74	0	0	0	0.00	(0.87)
	September 2011	240	51	5	0.7	0	0	0	0.00	(0.65)
	August 2011	217	49	4	0.89	0	0	0	0.00	(0.79)
	July 2011	165	37	4	0.99	0	0	0	0.00	(0.77)
	June 2011	435	91	5	0.99	0	0	0	0.00	(0.61)
	May 2011	209	44	5	0.78	0	0	0	0.00	(0.63)
	OP-4E Installation Interval Unbundled Loop Conditioned Benchmark 15	April 2012	88	4	22	0	0	0	0	0.00
March 2012		0	0	0	0	0	0	0	0.00	0.00
February 2012		0	0	0	0	0	0	0	0.00	0.00
January 2012		0	0	0	0	0	0	0	0.00	0.00
December 2011		95	7	14	3.78	0	0	0	0.00	(0.29)
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	2	4	0.71	0	0	0	0.00	(2.30)
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
OP-4E Installation Interval Unbundled Loop ISDN Capable Parity		April 2012	0	0	0	0	0	0	0	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	3	1	3	0	23	2	12	-1.09	(1.66)
	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
	OP-5A New Service Installation Quality Reported to Repair Basic Rate ISDN Parity	April 2012	0	0	0%	0	0	0	0%	0.00
March 2012		0	0	0%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00
January 2012		0	0	0%	0	0	0	0%	0.00	0.00
December 2011		2	2	100%	0	9	9	100%	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	12	14	86%	-0.39	(1.24)
August 2011		1	1	100%	0	10	11	91%	-0.30	(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		0	0	0%	0	0	0	0%	0.00	0.00
OP-5A New Service Installation Quality		April 2012	0	0	0%	0	0	0	0%	0.00

Reported to Repair Business Parity	March 2012	15	15	100%	0	1032	1111	93%	-1.06	(1.65)
	February 2012	11	11	100%	0	941	1007	93%	-0.87	(1.53)
	January 2012	4	4	100%	0	1004	1066	94%	-0.50	(1.30)
	December 2011	14	14	100%	0	1099	1181	93%	-1.02	(1.62)
	November 2011	6	6	100%	0	1322	1416	93%	-0.65	(1.40)
	October 2011	4	4	100%	0	1162	1250	93%	-0.55	(1.33)
	September 2011	9	9	100%	0	1245	1339	93%	-0.82	(1.50)
	August 2011	12	12	100%	0	1209	1281	94%	-0.84	(1.51)
	July 2011	4	4	100%	0	1445	1538	94%	-0.51	(1.31)
	June 2011	6	6	100%	0	1323	1427	93%	-0.69	(1.42)
	May 2011	2	2	100%	0	1334	1425	94%	-0.37	(1.22)
	OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0%	0.00	0.00
Reported to Repair Dark Fiber - IOF Diagnostic	March 2012	0	0	0%	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0%	0.00	0.00	
	January 2012	0	0	0%	0	0	0%	0.00	0.00	
	December 2011	0	0	0%	0	0	0%	0.00	0.00	
	November 2011	0	0	0%	0	0	0%	0.00	0.00	
	October 2011	0	0	0%	0	0	0%	0.00	0.00	
	September 2011	0	0	0%	0	0	0%	0.00	0.00	
	August 2011	0	0	0%	0	0	0%	0.00	0.00	
	July 2011	0	0	0%	0	0	0%	0.00	0.00	
	June 2011	0	0	0%	0	0	0%	0.00	0.00	
	May 2011	2	2	100%	0	0	0%	0.00	0.00	
	OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0%	0.00	0.00
Reported to Repair E911 Parity	March 2012	0	0	0%	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0%	0.00	0.00	
	January 2012	0	0	0%	0	0	0%	0.00	0.00	
	December 2011	0	0	0%	0	0	0%	0.00	0.00	
	November 2011	1	1	100%	0	0	0%	0.00	0.00	
	October 2011	0	0	0%	0	0	0%	0.00	0.00	
	September 2011	0	0	0%	0	0	0%	0.00	0.00	
	August 2011	0	0	0%	0	0	0%	0.00	0.00	
	July 2011	0	0	0%	0	0	0%	0.00	0.00	
	June 2011	2	2	100%	0	0	0%	0.00	0.00	
	May 2011	1	1	100%	0	3	3	100%	0.00	0.00
	OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0%	0.00	0.00
Reported to Repair Enhanced Extended Loops - DS0 Capable Diagnostic	March 2012	0	0	0%	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0%	0.00	0.00	
	January 2012	1	2	50%	0.5	0	0%	0.00	0.00	
	December 2011	0	0	0%	0	0	0%	0.00	0.00	
	November 2011	0	0	0%	0	0	0%	0.00	0.00	
	October 2011	1	1	100%	0	0	0%	0.00	0.00	
	September 2011	3	3	100%	0	0	0%	0.00	0.00	
	August 2011	8	10	80%	0.4	0	0%	0.00	0.00	
	July 2011	0	0	0%	0	0	0%	0.00	0.00	
	June 2011	1	1	100%	0	0	0%	0.00	0.00	
	May 2011	1	1	100%	0	0	0%	0.00	0.00	
	OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0%	0.00	0.00
Reported to Repair Enhanced Extended	March 2012	60	62	97%	0.1767	33	35	94%	-0.51	(1.31)

Loops - DS1 Capable Parity	February 2012	54	56	96%	0.1856	30	30	100%	0.00	(0.88)
	January 2012	73	81	90%	0.2983	27	28	96%	1.55	(0.63)
	December 2011	95	97	98%	0.1421	34	39	87%	-1.70	(2.03)
	November 2011	68	73	93%	0.2526	28	30	93%	0.03	(1.27)
	October 2011	57	62	92%	0.2723	46	51	90%	-0.31	(1.19)
	September 2011	69	82	84%	0.3652	76	76	100%	0.00	1.23
	August 2011	57	60	95%	0.2179	34	37	92%	-0.54	(1.33)
	July 2011	83	94	88%	0.3214	83	89	93%	1.34	(0.45)
	June 2011	80	81	99%	0.1104	51	53	96%	-0.75	(1.46)
	May 2011	85	89	96%	0.2072	73	81	90%	-1.17	(1.71)
OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS3 Capable Diagnostic	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	2	2	100%	0	0	0	0%	0.00	0.00
	February 2012	3	3	100%	0	0	0	0%	0.00	0.00
	January 2012	1	1	100%	0	0	0	0%	0.00	0.00
	December 2011	3	3	100%	0	0	0	0%	0.00	0.00
	November 2011	1	1	100%	0	0	0	0%	0.00	0.00
	October 2011	0	0	0%	0	0	0	0%	0.00	0.00
	September 2011	3	3	100%	0	0	0	0%	0.00	0.00
	August 2011	10	10	100%	0	0	0	0%	0.00	0.00
	July 2011	8	8	100%	0	0	0	0%	0.00	0.00
OP-5A New Service Installation Quality Reported to Repair Line Splitting Parity	June 2011	1	1	100%	0	0	0	0%	0.00	0.00
	May 2011	1	1	100%	0	0	0	0%	0.00	0.00
	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	2	50%	0.5	8248	9209	90%	1.83	(0.48)
	September 2011	0	0	0%	0	0	0	0%	0.00	0.00
OP-5A New Service Installation Quality Reported to Repair LIS Trunk Parity	August 2011	1	2	50%	0.5	8306	9255	90%	1.85	(0.48)
	July 2011	0	0	0%	0	0	0	0%	0.00	0.00
	June 2011	1	1	100%	0	8438	9344	90%	-0.33	(1.20)
	May 2011	1	2	50%	0.5	8898	9806	91%	1.99	(0.44)
	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	28	28	100%	0	17	17	100%	0.00	0.00
	February 2012	8	8	100%	0	9	9	100%	0.00	0.00
	January 2012	8	8	100%	0	4	4	100%	0.00	0.00
	December 2011	12	12	100%	0	15	15	100%	0.00	0.00
	November 2011	7	7	100%	0	22	22	100%	0.00	0.00
OP-5A New Service Installation Quality Reported to Repair PBX Parity	October 2011	18	18	100%	0	6	6	100%	0.00	0.00
	September 2011	25	26	96%	0.1923	8	8	100%	0.00	(1.44)
	August 2011	26	27	96%	0.1889	8	8	100%	0.00	(1.45)
	July 2011	52	52	100%	0	12	12	100%	0.00	0.00
	June 2011	10	10	100%	0	5	5	100%	0.00	0.00
	May 2011	25	25	100%	0	8	8	100%	0.00	0.00
	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	4	4	100%	0	2	2	100%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00

	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	1	1	100%	0	5	5	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	0	0	0%	0	0	0	0%	0.00	0.00
	July 2011	1	1	100%	0	8	10	80%	-0.48	(1.29)
	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
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair Residence Parity	March 2012	19	23	83%	0.379	5133	5792	89%	0.91	(0.61)
	February 2012	31	36	86%	0.3458	5016	5670	88%	0.44	(0.85)
	January 2012	23	24	96%	0.1998	5300	6011	88%	-1.16	(1.71)
	December 2011	48	54	89%	0.3143	6040	6816	89%	-0.06	(1.04)
	November 2011	44	53	83%	0.3755	7800	8653	90%	1.73	(0.12)
	October 2011	59	61	97%	0.1781	7086	7959	89%	-1.91	(2.16)
	September 2011	54	57	95%	0.2233	7951	8918	89%	-1.35	(1.82)
	August 2011	42	43	98%	0.1507	7097	7974	89%	-1.81	(2.10)
	July 2011	37	39	95%	0.2206	7585	8471	90%	-1.09	(1.66)
	June 2011	16	17	94%	0.2353	7115	7917	90%	-0.58	(1.35)
	May 2011	12	14	86%	0.3499	7564	8381	90%	0.57	(0.85)
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair UDIT Above DS1 Level	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Parity	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	4	100%	0	13	13	100%	0.00	0.00
	October 2011	4	4	100%	0	3	3	100%	0.00	0.00
	September 2011	2	2	100%	0	17	17	100%	0.00	0.00
	August 2011	0	0	0%	0	0	0	0%	0.00	0.00
	July 2011	1	1	100%	0	15	15	100%	0.00	0.00
	June 2011	0	0	0%	0	0	0	0%	0.00	0.00
	May 2011	2	2	100%	0	15	16	94%	-0.34	(1.21)
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair UDIT DS1 Parity	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	4	4	100%	0	51	53	96%	-0.38	(1.23)
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair Unbundled Loop - 2 Wire	March 2012	357	359	99%	0.0744	10	10	100%	0.00	(1.98)
Non-Loaded Parity	February 2012	119	119	100%	0	4	4	100%	0.00	0.00
	January 2012	147	150	98%	0.14	6	6	100%	0.00	(1.74)

	December 2011	182	187	97%	0.1613	9	9	100%	0.00	(1.49)
	November 2011	168	179	94%	0.2402	10	10	100%	0.00	(1.06)
	October 2011	156	156	100%	0	20	20	100%	0.00	0.00
	September 2011	187	194	96%	0.1865	12	14	86%	-1.10	(1.67)
	August 2011	170	173	98%	0.1305	10	11	91%	-0.82	(1.50)
	July 2011	124	128	97%	0.174	12	13	92%	-0.59	(1.36)
	June 2011	153	156	98%	0.1373	11	12	92%	-0.77	(1.47)
	May 2011	267	276	97%	0.1776	7	8	88%	-0.78	(1.47)
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair Unbundled Loop - ADSL	March 2012	133	140	95%	0.2179	10	10	100%	0.00	(1.17)
Qualified Parity	February 2012	25	25	100%	0	4	4	100%	0.00	0.00
	January 2012	37	38	97%	0.1601	6	6	100%	0.00	(1.67)
	December 2011	22	23	96%	0.2039	9	9	100%	0.00	(1.35)
	November 2011	45	46	98%	0.1458	10	10	100%	0.00	(1.56)
	October 2011	19	20	95%	0.2179	20	20	100%	0.00	(1.00)
	September 2011	12	13	92%	0.2665	12	14	86%	-0.49	(1.30)
	August 2011	27	27	100%	0	10	11	91%	-0.88	(1.54)
	July 2011	34	34	100%	0	12	13	92%	-0.89	(1.54)
	June 2011	24	27	89%	0.3143	11	12	92%	0.29	(1.22)
	May 2011	131	143	92%	0.2773	7	8	88%	-0.34	(1.21)
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair Unbundled Loop - DS1	March 2012	163	166	98%	0.1332	33	35	94%	-0.90	(1.55)
Capable Parity	February 2012	163	167	98%	0.1529	30	30	100%	0.00	(1.02)
	January 2012	155	168	92%	0.2672	27	28	96%	1.10	(0.81)
	December 2011	174	181	96%	0.1928	34	39	87%	-1.52	(1.92)
	November 2011	87	94	93%	0.2625	28	30	93%	0.15	(1.19)
	October 2011	118	123	96%	0.1975	46	51	90%	-1.16	(1.70)
	September 2011	146	151	97%	0.1789	76	76	100%	0.00	(0.31)
	August 2011	120	126	95%	0.213	34	37	92%	-0.66	(1.40)
	July 2011	139	148	94%	0.239	83	89	93%	-0.20	(1.12)
	June 2011	177	184	96%	0.1913	51	53	96%	0.01	(1.28)
	May 2011	151	158	96%	0.2058	73	81	90%	-1.34	(1.81)
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair Unbundled Loop - XDSL	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Parity	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	76	76	100%	0.00	0.00
	August 2011	1	1	100%	0	34	37	92%	-0.29	(1.18)
	July 2011	1	1	100%	0	83	89	93%	-0.27	(1.16)
	June 2011	0	0	0%	0	0	0	0%	0.00	0.00
	May 2011	1	1	100%	0	73	81	90%	-0.33	(1.20)
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair Unbundled Loop Analog	March 2012	395	397	100%	0.0708	2823	3042	93%	-4.85	(3.95)
Parity	February 2012	767	788	97%	0.1611	2798	3031	92%	-4.71	(3.87)
	January 2012	708	731	97%	0.1746	3045	3287	93%	-3.95	(3.40)
	December 2011	638	659	97%	0.1756	3428	3700	93%	-3.77	(3.29)

	November 2011	633	652	97%	0.1682	4847	5198	93%	-3.68	(3.24)
	October 2011	837	862	97%	0.1678	4508	4875	92%	-4.75	(3.89)
	September 2011	855	883	97%	0.1752	4984	5384	93%	-4.47	(3.72)
	August 2011	916	946	97%	0.1752	4495	4833	93%	-4.22	(3.56)
	July 2011	1213	1253	97%	0.1758	4869	5245	93%	-4.90	(3.98)
	June 2011	1151	1195	96%	0.1883	4371	4698	93%	-3.98	(3.42)
	May 2011	911	950	96%	0.1984	4551	4869	93%	-2.77	(2.68)
OP-5A New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Reported to Repair Unbundled Loop ISDN	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Capable Parity	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	1	1	100%	0	10	10	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	0	1	0%	0	10	11	91%	3.03	(0.41)
	July 2011	1	1	100%	0	12	13	92%	-0.28	(1.17)
	June 2011	0	0	0%	0	0	0	0%	0.00	0.00
	May 2011	1	1	100%	0	7	8	88%	-0.36	(1.22)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Basic Rate ISDN Benchmark 0.965	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	1	1	100%	0	0	0	0%	0.00	(0.11)
	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
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Business Benchmark 0.965	March 2012	15	15	100%	0	0	0	0%	0.00	(0.11)
	February 2012	11	11	100%	0	0	0	0%	0.00	(0.11)
	January 2012	4	4	100%	0	0	0	0%	0.00	(0.11)
	December 2011	14	14	100%	0	0	0	0%	0.00	(0.11)
	November 2011	6	6	100%	0	0	0	0%	0.00	(0.11)
	October 2011	4	4	100%	0	0	0	0%	0.00	(0.11)
	September 2011	9	9	100%	0	0	0	0%	0.00	(0.11)
	August 2011	12	12	100%	0	0	0	0%	0.00	(0.11)
	July 2011	4	4	100%	0	0	0	0%	0.00	(0.11)
	June 2011	6	6	100%	0	0	0	0%	0.00	(0.11)
	May 2011	2	2	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS0 Capable	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Benchmark 0.965	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	2	2	100%	0	0	0	0%	0.00	(0.11)
	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	3	3	100%	0	0	0	0%	0.00	(0.11)
	August 2011	10	10	100%	0	0	0	0%	0.00	(0.11)
	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	1	1	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS1 Capable	March 2012	62	62	100%	0	0	0	0%	0.00	(0.11)
Benchmark 0.965	February 2012	56	56	100%	0	0	0	0%	0.00	(0.11)
	January 2012	81	81	100%	0	0	0	0%	0.00	(0.11)
	December 2011	97	97	100%	0	0	0	0%	0.00	(0.11)
	November 2011	73	73	100%	0	0	0	0%	0.00	(0.11)
	October 2011	62	62	100%	0	0	0	0%	0.00	(0.11)
	September 2011	81	82	99%	0.1098	0	0	0%	0.00	(0.07)
	August 2011	60	60	100%	0	0	0	0%	0.00	(0.11)
	July 2011	94	94	100%	0	0	0	0%	0.00	(0.11)
	June 2011	81	81	100%	0	0	0	0%	0.00	(0.11)
	May 2011	89	89	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Enhanced Extended Loops - DS3 Capable	March 2012	2	2	100%	0	0	0	0%	0.00	(0.11)
Benchmark 0.965	February 2012	3	3	100%	0	0	0	0%	0.00	(0.11)
	January 2012	1	1	100%	0	0	0	0%	0.00	(0.11)
	December 2011	3	3	100%	0	0	0	0%	0.00	(0.11)
	November 2011	1	1	100%	0	0	0	0%	0.00	(0.11)
	October 2011	0	0	0%	0	0	0	0%	0.00	0.00
	September 2011	3	3	100%	0	0	0	0%	0.00	(0.11)
	August 2011	10	10	100%	0	0	0	0%	0.00	(0.11)
	July 2011	8	8	100%	0	0	0	0%	0.00	(0.11)
	June 2011	1	1	100%	0	0	0	0%	0.00	(0.11)
	May 2011	1	1	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Line Splitting Benchmark 0.965	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	2	100%	0	0	0	0%	0.00	(0.11)
	September 2011	0	0	0%	0	0	0	0%	0.00	0.00
	August 2011	2	2	100%	0	0	0	0%	0.00	(0.11)
	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	2	2	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
PBX Benchmark 0.965	March 2012	4	4	100%	0	0	0	0%	0.00	(0.11)
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	1	1	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	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	0	0	0%	0	0	0	0%	0.00	0.00
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
OP-5B New Service Provisioning Quality Residence Benchmark 0.965	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	23	23	100%	0	0	0	0%	0.00	(0.11)
	February 2012	36	36	100%	0	0	0	0%	0.00	(0.11)
	January 2012	24	24	100%	0	0	0	0%	0.00	(0.11)
	December 2011	54	54	100%	0	0	0	0%	0.00	(0.11)
	November 2011	53	53	100%	0	0	0	0%	0.00	(0.11)
	October 2011	61	61	100%	0	0	0	0%	0.00	(0.11)
	September 2011	56	57	98%	0.1313	0	0	0%	0.00	(0.05)
	August 2011	42	43	98%	0.1507	0	0	0%	0.00	(0.04)
	July 2011	39	39	100%	0	0	0	0%	0.00	(0.11)
	June 2011	17	17	100%	0	0	0	0%	0.00	(0.11)
	May 2011	14	14	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.965	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	359	359	100%	0	0	0	0%	0.00	(0.11)
	February 2012	119	119	100%	0	0	0	0%	0.00	(0.11)
	January 2012	150	150	100%	0	0	0	0%	0.00	(0.11)
	December 2011	187	187	100%	0	0	0	0%	0.00	(0.11)
	November 2011	179	179	100%	0	0	0	0%	0.00	(0.11)
	October 2011	156	156	100%	0	0	0	0%	0.00	(0.11)
	September 2011	194	194	100%	0	0	0	0%	0.00	(0.11)
	August 2011	173	173	100%	0	0	0	0%	0.00	(0.11)
	July 2011	128	128	100%	0	0	0	0%	0.00	(0.11)
	June 2011	156	156	100%	0	0	0	0%	0.00	(0.11)
	May 2011	276	276	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality Unbundled Loop - ADSL Qualified Benchmark 0.965	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	140	140	100%	0	0	0	0%	0.00	(0.11)
	February 2012	25	25	100%	0	0	0	0%	0.00	(0.11)
	January 2012	38	38	100%	0	0	0	0%	0.00	(0.11)
	December 2011	23	23	100%	0	0	0	0%	0.00	(0.11)
	November 2011	46	46	100%	0	0	0	0%	0.00	(0.11)
	October 2011	20	20	100%	0	0	0	0%	0.00	(0.11)
	September 2011	13	13	100%	0	0	0	0%	0.00	(0.11)
	August 2011	27	27	100%	0	0	0	0%	0.00	(0.11)
	July 2011	34	34	100%	0	0	0	0%	0.00	(0.11)
	June 2011	27	27	100%	0	0	0	0%	0.00	(0.11)
	May 2011	143	143	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality Unbundled Loop - DS1 Capable Benchmark 0.965	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	166	166	100%	0	0	0	0%	0.00	(0.11)
	February 2012	167	167	100%	0	0	0	0%	0.00	(0.11)
	January 2012	168	168	100%	0	0	0	0%	0.00	(0.11)
	December 2011	181	181	100%	0	0	0	0%	0.00	(0.11)
	November 2011	94	94	100%	0	0	0	0%	0.00	(0.11)
	October 2011	123	123	100%	0	0	0	0%	0.00	(0.11)
	September 2011	151	151	100%	0	0	0	0%	0.00	(0.11)

	August 2011	126	126	100%	0	0	0	0%	0.00	(0.11)
	July 2011	148	148	100%	0	0	0	0%	0.00	(0.11)
	June 2011	184	184	100%	0	0	0	0%	0.00	(0.11)
	May 2011	158	158	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop - XDSL	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Benchmark 0.965	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	0	0	0%	0.00	(0.11)
	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	1	1	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop Analog	March 2012	397	397	100%	0	0	0	0%	0.00	(0.11)
Benchmark 0.965	February 2012	788	788	100%	0	0	0	0%	0.00	(0.11)
	January 2012	730	731	100%	0.037	0	0	0%	0.00	(0.10)
	December 2011	659	659	100%	0	0	0	0%	0.00	(0.11)
	November 2011	652	652	100%	0	0	0	0%	0.00	(0.11)
	October 2011	862	862	100%	0	0	0	0%	0.00	(0.11)
	September 2011	883	883	100%	0	0	0	0%	0.00	(0.11)
	August 2011	946	946	100%	0	0	0	0%	0.00	(0.11)
	July 2011	1253	1253	100%	0	0	0	0%	0.00	(0.11)
	June 2011	1195	1195	100%	0	0	0	0%	0.00	(0.11)
	May 2011	950	950	100%	0	0	0	0%	0.00	(0.11)
OP-5B New Service Provisioning Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Unbundled Loop ISDN Capable	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Benchmark 0.965	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	1	1	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	1	1	100%	0	0	0	0%	0.00	(0.11)
OP-5R New Service Quality Multiple Report	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Rate Enhanced Extended Loops - DS0	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Capable Diagnostic	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	1	2	50%	0.5	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	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
OP-5R New Service Quality Multiple Report	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Rate Enhanced Extended Loops - DS1	March 2012	0	2	0%	0	0	0	0%	0.00	0.00
Capable Diagnostic	February 2012	0	2	0%	0	0	0	0%	0.00	0.00
	January 2012	0	7	0%	0	0	0	0%	0.00	0.00
	December 2011	0	2	0%	0	0	0	0%	0.00	0.00
	November 2011	0	5	0%	0	0	0	0%	0.00	0.00
	October 2011	1	6	17%	0.3727	0	0	0%	0.00	0.00
	September 2011	9	22	41%	0.4917	0	0	0%	0.00	0.00
	August 2011	0	3	0%	0	0	0	0%	0.00	0.00
	July 2011	2	13	15%	0.3608	0	0	0%	0.00	0.00
	June 2011	0	1	0%	0	0	0	0%	0.00	0.00
	May 2011	0	4	0%	0	0	0	0%	0.00	0.00
OP-5R New Service Quality Multiple Report	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Rate LIS Trunk Diagnostic	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	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
OP-5R New Service Quality Multiple Report	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Rate Residence Diagnostic	March 2012	0	4	0%	0	0	0	0%	0.00	0.00
	February 2012	0	5	0%	0	0	0	0%	0.00	0.00
	January 2012	0	1	0%	0	0	0	0%	0.00	0.00
	December 2011	0	6	0%	0	0	0	0%	0.00	0.00
	November 2011	0	9	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	4	0%	0	0	0	0%	0.00	0.00
	August 2011	0	2	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	1	0%	0	0	0	0%	0.00	0.00
	May 2011	1	3	33%	0.4714	0	0	0%	0.00	0.00
OP-5R New Service Quality Multiple Report	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Rate Unbundled Loop - 2 Wire Non-Loaded	March 2012	0	2	0%	0	0	0	0%	0.00	0.00
Diagnostic	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	3	0%	0	0	0	0%	0.00	0.00
	December 2011	0	5	0%	0	0	0	0%	0.00	0.00
	November 2011	0	11	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	9	22%	0.4157	0	0	0%	0.00	0.00
	August 2011	0	3	0%	0	0	0	0%	0.00	0.00
	July 2011	0	4	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	9	0%	0	0	0	0%	0.00	0.00
OP-5R New Service Quality Multiple Report	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Rate Unbundled Loop - DS1 Capable	March 2012	0	3	0%	0	0	0	0%	0.00	0.00
Diagnostic	February 2012	0	4	0%	0	0	0	0%	0.00	0.00
	January 2012	0	13	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	7	0%	0	0	0	0%	0.00	0.00
	October 2011	1	6	17%	0.3727	0	0	0%	0.00	0.00
	September 2011	0	5	0%	0	0	0	0%	0.00	0.00
	August 2011	0	6	0%	0	0	0	0%	0.00	0.00
	July 2011	1	10	10%	0.3	0	0	0%	0.00	0.00
	June 2011	1	8	13%	0.3307	0	0	0%	0.00	0.00
	May 2011	1	8	13%	0.3307	0	0	0%	0.00	0.00
OP-5R New Service Quality Multiple Report	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Rate Unbundled Loop Analog Diagnostic	March 2012	1	3	33%	0.4714	0	0	0%	0.00	0.00
	February 2012	0	21	0%	0	0	0	0%	0.00	0.00
	January 2012	0	24	0%	0	0	0	0%	0.00	0.00
	December 2011	1	22	5%	0.2083	0	0	0%	0.00	0.00
	November 2011	0	19	0%	0	0	0	0%	0.00	0.00
	October 2011	0	25	0%	0	0	0	0%	0.00	0.00
	September 2011	0	28	0%	0	0	0	0%	0.00	0.00
	August 2011	0	30	0%	0	0	0	0%	0.00	0.00
	July 2011	1	41	2%	0.1543	0	0	0%	0.00	0.00
	June 2011	1	45	2%	0.1474	0	0	0%	0.00	0.00
	May 2011	2	41	5%	0.2154	0	0	0%	0.00	0.00
OP-5R New Service Quality Multiple Report	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Rate Unbundled Loop ISDN Capable	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Diagnostic	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	0	0%	0	0	0	0%	0.00	0.00
	May 2011	0	0	0%	0	0	0	0%	0.00	0.00
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Basic Rate ISDN Diagnostic	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	0	0	0%	0	0	0	0%	0.00	0.00
	December 2011	2	2	100%	0	0	0	0%	0.00	0.00
	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	1	1	100%	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
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Business Diagnostic	March 2012	15	15	100%	0	0	0	0%	0.00	0.00
	February 2012	11	11	100%	0	0	0	0%	0.00	0.00
	January 2012	4	4	100%	0	0	0	0%	0.00	0.00
	December 2011	14	14	100%	0	0	0	0%	0.00	0.00
	November 2011	6	6	100%	0	0	0	0%	0.00	0.00
	October 2011	4	4	100%	0	0	0	0%	0.00	0.00
	September 2011	9	9	100%	0	0	0	0%	0.00	0.00
	August 2011	12	12	100%	0	0	0	0%	0.00	0.00
	July 2011	4	4	100%	0	0	0	0%	0.00	0.00
	June 2011	6	6	100%	0	0	0	0%	0.00	0.00
	May 2011	2	2	100%	0	0	0	0%	0.00	0.00
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Enhanced Extended Loops - DS0	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
Capable Diagnostic	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	January 2012	1	2	50%	0.5	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	3	3	100%	0	0	0	0%	0.00	0.00
	August 2011	8	10	80%	0.4	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	1	1	100%	0	0	0	0%	0.00	0.00
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Enhanced Extended Loops - DS1	March 2012	60	62	97%	0.1767	0	0	0%	0.00	0.00
Capable Diagnostic	February 2012	54	56	96%	0.1856	0	0	0%	0.00	0.00
	January 2012	73	81	90%	0.2983	0	0	0%	0.00	0.00
	December 2011	95	97	98%	0.1421	0	0	0%	0.00	0.00
	November 2011	68	73	93%	0.2526	0	0	0%	0.00	0.00
	October 2011	57	62	92%	0.2723	0	0	0%	0.00	0.00
	September 2011	69	82	84%	0.3652	0	0	0%	0.00	0.00
	August 2011	57	60	95%	0.2179	0	0	0%	0.00	0.00
	July 2011	83	94	88%	0.3214	0	0	0%	0.00	0.00
	June 2011	80	81	99%	0.1104	0	0	0%	0.00	0.00
	May 2011	85	89	96%	0.2072	0	0	0%	0.00	0.00
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Enhanced Extended Loops - DS3	March 2012	2	2	100%	0	0	0	0%	0.00	0.00
Capable Diagnostic	February 2012	3	3	100%	0	0	0	0%	0.00	0.00
	January 2012	1	1	100%	0	0	0	0%	0.00	0.00
	December 2011	3	3	100%	0	0	0	0%	0.00	0.00
	November 2011	1	1	100%	0	0	0	0%	0.00	0.00
	October 2011	0	0	0%	0	0	0	0%	0.00	0.00
	September 2011	3	3	100%	0	0	0	0%	0.00	0.00
	August 2011	10	10	100%	0	0	0	0%	0.00	0.00
	July 2011	8	8	100%	0	0	0	0%	0.00	0.00
	June 2011	1	1	100%	0	0	0	0%	0.00	0.00
	May 2011	1	1	100%	0	0	0	0%	0.00	0.00

OP-5T New Service Installation Quality Total Line Splitting Diagnostic	April 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	2	50%	0.5	0	0	0%	0.00	0.00	
	September 2011	0	0	0%	0	0	0	0%	0.00	0.00	
	August 2011	1	2	50%	0.5	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	1	2	50%	0.5	0	0	0%	0.00	0.00	
	OP-5T New Service Installation Quality Total PBX Diagnostic	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	4	4	100%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00	
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		1	1	100%	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	0.00	
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	
OP-5T New Service Installation Quality Total Residence Diagnostic		April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	19	23	83%	0.379	0	0	0%	0.00	0.00
	February 2012	31	36	86%	0.3458	0	0	0%	0.00	0.00	
	January 2012	23	24	96%	0.1998	0	0	0%	0.00	0.00	
	December 2011	48	54	89%	0.3143	0	0	0%	0.00	0.00	
	November 2011	44	53	83%	0.3755	0	0	0%	0.00	0.00	
	October 2011	59	61	97%	0.1781	0	0	0%	0.00	0.00	
	September 2011	53	57	93%	0.2554	0	0	0%	0.00	0.00	
	August 2011	41	43	95%	0.2106	0	0	0%	0.00	0.00	
	July 2011	37	39	95%	0.2206	0	0	0%	0.00	0.00	
	June 2011	16	17	94%	0.2353	0	0	0%	0.00	0.00	
	May 2011	12	14	86%	0.3499	0	0	0%	0.00	0.00	
	OP-5T New Service Installation Quality Total Unbundled Loop - 2 Wire Non-Loaded Diagnostic	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	357	359	99%	0.0744	0	0	0%	0.00	0.00
February 2012		119	119	100%	0	0	0	0%	0.00	0.00	
January 2012		147	150	98%	0.14	0	0	0%	0.00	0.00	
December 2011		182	187	97%	0.1613	0	0	0%	0.00	0.00	
November 2011		168	179	94%	0.2402	0	0	0%	0.00	0.00	
October 2011		156	156	100%	0	0	0	0%	0.00	0.00	
September 2011		187	194	96%	0.1865	0	0	0%	0.00	0.00	
August 2011		170	173	98%	0.1305	0	0	0%	0.00	0.00	
July 2011		124	128	97%	0.174	0	0	0%	0.00	0.00	
June 2011		153	156	98%	0.1373	0	0	0%	0.00	0.00	
May 2011		267	276	97%	0.1776	0	0	0%	0.00	0.00	
OP-5T New Service Installation Quality		April 2012	0	0	0%	0	0	0	0%	0.00	0.00

Total Unbundled Loop - ADSL Qualified Diagnostic	March 2012	133	140	95%	0.2179	0	0	0%	0.00	0.00
	February 2012	25	25	100%	0	0	0	0%	0.00	0.00
	January 2012	37	38	97%	0.1601	0	0	0%	0.00	0.00
	December 2011	22	23	96%	0.2039	0	0	0%	0.00	0.00
	November 2011	45	46	98%	0.1458	0	0	0%	0.00	0.00
	October 2011	19	20	95%	0.2179	0	0	0%	0.00	0.00
	September 2011	12	13	92%	0.2665	0	0	0%	0.00	0.00
	August 2011	27	27	100%	0	0	0	0%	0.00	0.00
	July 2011	34	34	100%	0	0	0	0%	0.00	0.00
	June 2011	24	27	89%	0.3143	0	0	0%	0.00	0.00
	May 2011	131	143	92%	0.2773	0	0	0%	0.00	0.00
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Unbundled Loop - DS1 Capable Diagnostic	March 2012	163	166	98%	0.1332	0	0	0%	0.00	0.00
	February 2012	163	167	98%	0.1529	0	0	0%	0.00	0.00
	January 2012	155	168	92%	0.2672	0	0	0%	0.00	0.00
	December 2011	174	181	96%	0.1928	0	0	0%	0.00	0.00
	November 2011	87	94	93%	0.2625	0	0	0%	0.00	0.00
	October 2011	118	123	96%	0.1975	0	0	0%	0.00	0.00
	September 2011	146	151	97%	0.1789	0	0	0%	0.00	0.00
	August 2011	120	126	95%	0.213	0	0	0%	0.00	0.00
	July 2011	139	148	94%	0.239	0	0	0%	0.00	0.00
	June 2011	177	184	96%	0.1913	0	0	0%	0.00	0.00
	May 2011	151	158	96%	0.2058	0	0	0%	0.00	0.00
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Unbundled Loop - XDSLi Diagnostic	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	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	0	0	0%	0	0	0	0%	0.00	0.00
	May 2011	1	1	100%	0	0	0	0%	0.00	0.00
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Unbundled Loop Analog Diagnostic	March 2012	395	397	100%	0.0708	0	0	0%	0.00	0.00
	February 2012	767	788	97%	0.1611	0	0	0%	0.00	0.00
	January 2012	707	731	97%	0.1782	0	0	0%	0.00	0.00
	December 2011	638	659	97%	0.1756	0	0	0%	0.00	0.00
	November 2011	633	652	97%	0.1682	0	0	0%	0.00	0.00
	October 2011	837	862	97%	0.1678	0	0	0%	0.00	0.00
	September 2011	855	883	97%	0.1752	0	0	0%	0.00	0.00
	August 2011	916	946	97%	0.1752	0	0	0%	0.00	0.00
	July 2011	1213	1253	97%	0.1758	0	0	0%	0.00	0.00
	June 2011	1151	1195	96%	0.1883	0	0	0%	0.00	0.00
	May 2011	911	950	96%	0.1984	0	0	0%	0.00	0.00
OP-5T New Service Installation Quality	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
Total Unbundled Loop ISDN Capable	March 2012	0	0	0%	0	0	0	0%	0.00	0.00

Diagnostic	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	1	1	100%	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	1	1	100%	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	0.00
	OP-6A-1 Delayed Days for Non-Facility Reasons Residence Parity	April 2012	0	0	0	0	0	0	0	0.00
March 2012		18	1	18	0	82	60	1.37	19.12	0.37
February 2012		0	0	0	0	0	0	0	0.00	0.00
January 2012		5	1	5	0	77	38	2.03	1.54	(0.42)
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	83	40	2.08	-0.40	(1.25)
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
OP-6A-3 Delayed Days for Non-Facility Reasons Residence Parity	May 2011	0	0	0	0	0	0	0	0.00	0.00
	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	2	1	2	0	15	8	1.88	0.08	(0.78)
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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
OP-6A-4 Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS0 Capable Diagnostic	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 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	4	2	2	0	0	0	0	0.00	0.00
OP-6A-4 Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS3 Capable Diagnostic	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 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
February 2012	0	0	0	0	0	0	0	0.00	0.00	

	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	12	1	12	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
OP-6A-4 Delayed Days for Non-Facility Reasons LIS Trunk Parity	April 2012	0	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0	0.00	0.00
	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	19	2	9.5	3.54	0	0	0	0	0.00	0.00
	August 2011	13	1	13	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
	OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded Parity	April 2012	0	0	0	0	0	0	0	0	0.00
March 2012		267	11	24.27	8.88	0	0	0	0	0.00	0.00
February 2012		0	0	0	0	0	0	0	0	0.00	0.00
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		12	4	3	2.31	0	0	0	0	0.00	0.00
May 2011		1	1	1	0	0	0	0	0	0.00	0.00
OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - ADSL Qualified Parity		April 2012	8	8	1	0	0	0	0	0	0.00
	March 2012	2	2	1	0	0	0	0	0	0.00	0.00
	February 2012	4	4	1	0	0	0	0	0	0.00	0.00
	January 2012	0	0	0	0	0	0	0	0	0.00	0.00
	December 2011	1	1	1	0	2	1	2	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	43	5	8.6	11.67	2	1	2	0	0.00	0.00
	June 2011	0	0	0	0	0	0	0	0	0.00	0.00
	May 2011	8	8	1	0	0	0	0	0	0.00	0.00
	OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable Parity	April 2012	0	0	0	0	0	0	0	0	0.00
March 2012		1	1	1	0	10	1	10	0	0.00	0.00
February 2012		11	4	2.75	1.5	0	0	0	0	0.00	0.00
January 2012		14	7	2	1.29	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	7	6	1.17	0.41	20	2	10	0.00	0.00
	September 2011	1	1	1	0	0	0	0	0.00	0.00
	August 2011	6	5	1.2	0.45	0	0	0	0.00	0.00
	July 2011	2	2	1	0	24	2	12	-2.59	(2.58)
	June 2011	2	2	1	0	0	0	0	0.00	0.00
	May 2011	0	0	0	0	0	0	0	0.00	0.00
OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop Analog Parity	April 2012	9	5	1.8	1.79	99	47	2.11	-0.20	(1.12)
	March 2012	9	9	1	0	161	74	2.18	-0.66	(1.40)
	February 2012	44	36	1.22	0.42	226	62	3.65	-2.09	(2.27)
	January 2012	6	6	1	0	96	48	2	-1.14	(1.69)
	December 2011	34	10	3.4	3.69	145	53	2.74	0.45	(0.64)
	November 2011	26	21	1.24	1.09	176	55	3.2	-1.08	(1.66)
	October 2011	14	14	1	0	119	58	2.05	-1.49	(1.91)
	September 2011	26	18	1.44	0.7	178	55	3.24	-1.12	(1.68)
	August 2011	40	22	1.82	2.65	101	46	2.2	-0.38	(1.23)
	July 2011	60	27	2.22	3.52	181	60	3.02	-0.70	(1.43)
	June 2011	32	11	2.91	3.27	153	42	3.64	-0.52	(1.32)
	May 2011	32	22	1.45	1.92	109	41	2.66	-1.02	(1.62)
OP-6A-5 Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	January 2012	1	1	1	0	74	5	14.8	-0.72	(1.44)
	December 2011	0	0	0	0	0	0	0	0.00	0.00
	November 2011	4	1	4	0	2	2	1	0.00	0.00
	October 2011	0	0	0	0	0	0	0	0.00	0.00
	September 2011	1	1	1	0	18	2	9	-0.58	(1.35)
	August 2011	0	0	0	0	0	0	0	0.00	0.00
	July 2011	2	2	1	0	53	3	17.67	-1.42	(1.86)
	June 2011	0	0	0	0	0	0	0	0.00	0.00
	May 2011	3	2	1.5	0.71	58	8	7.25	-1.05	(1.64)
OP-6A-5 Delayed Days for Non-Facility Reasons LIS Trunk Parity	April 2012	2	1	2	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	2	2	1.41	0	0	0	0.00	0.00
OP-6A-5 Delayed Days for Non-Facility Reasons PBX Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	1	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
OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded Parity	April 2012	28	4	7	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	January 2012	0	0	0	0	0	0	0	0.00	0.00
	December 2011	4	2	2	1.41	0	0	0	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	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
OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	2	2	1	0	87	9	9.67	-1.70	(2.03)
	May 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	April 2012	1	1	1	0	11	9	1.22	-0.48	(1.29)
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	19	3	6.33	4.62	54	9	6	0.05	(1.09)
	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	1	0	29	13	2.23	-0.67	(1.41)
	October 2011	8	8	1	0	5	5	1	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	12	2	6	0	88	11	8	-0.22	(1.14)
OP-6B-1 Delayed Days for Facility Reasons Residence Parity	April 2012	0	0	0	0	0	0	0	0.00	0.00
	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	January 2012	5	1	5	0	176	29	6.07	-0.14	(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	3	1	3	0	425	40	10.63	-0.46	(1.28)
	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	228	31	7.35	-0.52	(1.32)
	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
OP-6B-4 Delayed Days for Facility Reasons	April 2012	0	0	0	0	0	0	0	0.00	0.00
LIS Trunk Parity	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	2	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
OP-6B-4 Delayed Days for Facility Reasons	April 2012	0	0	0	0	0	0	0	0.00	0.00
UDIT DS1 Parity	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	8	2	4	0	8	1	8	0.00	0.00
	May 2011	0	0	0	0	0	0	0	0.00	0.00
OP-6B-4 Delayed Days for Facility Reasons	April 2012	60	8	7.5	2.27	0	0	0	0.00	0.00
Unbundled Loop - 2 Wire Non-Loaded Parity	March 2012	63	9	7	3.81	31	2	15.5	-2.20	(2.34)
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	8	2	4	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	0	0	0	0	0	0	0	0.00	0.00
	July 2011	1	1	1	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
OP-6B-4 Delayed Days for Facility Reasons	April 2012	7	2	3.5	0.71	0	0	0	0.00	0.00
Unbundled Loop - ADSL Qualified Parity	March 2012	38	5	7.6	2.51	31	2	15.5	-1.91	(2.16)
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	1	4	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	5	2	2.5	2.12	0	0	0	0.00	0.00
	June 2011	32	2	16	0	0	0	0	0.00	0.00
	May 2011	0	0	0	0	0	0	0	0.00	0.00
OP-6B-4 Delayed Days for Facility Reasons	April 2012	12	3	4	3	4	1	4	0.00	0.00
Unbundled Loop - DS1 Capable Parity	March 2012	37	5	7.4	6.19	11	1	11	0.00	0.00
	February 2012	9	5	1.8	0.45	34	1	34	0.00	0.00
	January 2012	6	4	1.5	1	12	2	6	0.00	0.00
	December 2011	1	1	1	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	6	3	2	0	5	2	2.5	-0.77	(1.47)
	August 2011	9	4	2.25	1.26	22	3	7.33	-1.48	(1.90)
	July 2011	4	2	2	0	54	1	54	0.00	0.00
	June 2011	74	4	18.5	28.38	8	1	8	0.00	0.00
	May 2011	2	2	1	0	0	0	0	0.00	0.00
OP-6B-4 Delayed Days for Facility Reasons	April 2012	16	6	2.67	0.52	532	53	10.04	-1.01	(1.61)
Unbundled Loop Analog Parity	March 2012	99	17	5.82	8.54	361	63	5.73	0.04	(0.91)
	February 2012	31	8	3.88	0.35	203	35	5.8	-0.57	(1.35)
	January 2012	206	9	22.89	21.03	295	42	7.02	5.73	1.26
	December 2011	145	9	16.11	21.12	451	50	9.02	1.63	(0.12)
	November 2011	2	1	2	0	497	67	7.42	-0.75	(1.46)
	October 2011	71	14	5.07	1.49	642	53	12.11	-1.46	(1.89)
	September 2011	94	9	10.44	6.02	530	54	9.81	0.16	(0.80)
	August 2011	69	16	4.31	2.98	306	36	8.5	-1.33	(1.81)
	July 2011	99	12	8.25	4.2	298	37	8.05	0.07	(0.85)
	June 2011	14	4	3.5	0.58	355	32	11.09	-0.64	(1.39)
	May 2011	20	4	5	0	480	37	12.97	-0.90	(1.55)
OP-6B-5 Delayed Days for Facility Reasons	April 2012	0	0	0	0	0	0	0	0.00	0.00
Enhanced Extended Loops - DS1 Capable	March 2012	2	1	2	0	0	0	0	0.00	0.00
Diagnostic	February 2012	14	3	4.67	1.53	0	0	0	0.00	0.00
	January 2012	3	1	3	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	0	0	0	0.00	0.00
	October 2011	1	1	1	0	0	0	0	0.00	0.00
	September 2011	7	1	7	0	0	0	0	0.00	0.00
	August 2011	2	1	2	0	0	0	0	0.00	0.00
	July 2011	7	2	3.5	3.54	0	0	0	0.00	0.00
	June 2011	0	0	0	0	0	0	0	0.00	0.00
	May 2011	9	2	4.5	3.54	0	0	0	0.00	0.00
OP-6B-5 Delayed Days for Facility Reasons	April 2012	0	0	0	0	0	0	0	0.00	0.00
LIS Trunk Parity	March 2012	2	1	2	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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
OP-6B-5 Delayed Days for Facility Reasons	April 2012	0	0	0	0	0	0	0	0.00	0.00
Unbundled Loop - ADSL Qualified Parity	March 2012	34	3	11.33	2.89	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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
OP-6B-5 Delayed Days for Facility Reasons	April 2012	0	0	0	0	0	0	0	0.00	0.00
Unbundled Loop - DS1 Capable Parity	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	1	2	0	23	1	23	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
OP-6B-5 Delayed Days for Facility Reasons	April 2012	0	0	0	0	0	0	0	0.00	0.00
Unbundled Loop Analog Parity	March 2012	0	0	0	0	0	0	0	0.00	0.00
	February 2012	0	0	0	0	0	0	0	0.00	0.00
	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	1	0	128	11	11.64	-0.89	(1.54)
	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
OP-7 OP-7 - Coordinated Hot Cut" Interval -	April 2012	0.20902778	132	00:02	0.001388889	0	0	00:00	0.00	0.00
Unbundled Loops" Unbundled Loop - Analog	March 2012	0.3875	107	00:05	0.006944444	0	0	00:00	0.00	0.00
Diagnostic	February 2012	0.38888889	105	00:05	0.008333333	0	0	00:00	0.00	0.00
	January 2012	0.24236111	90	00:04	0.006944444	0	0	00:00	0.00	0.00
	December 2011	0.65277778	101	00:09	0.023611111	0	0	00:00	0.00	0.00
	November 2011	1.15902778	133	00:13	0.029166667	0	0	00:00	0.00	0.00
	October 2011	0.52569444	250	00:03	0.002083333	0	0	00:00	0.00	0.00
	September 2011	0.26041667	145	00:03	0.002777778	0	0	00:00	0.00	0.00
	August 2011	0.18263889	118	00:02	0.000694444	0	0	00:00	0.00	0.00

	July 2011	1.13333333	377	00:04	0.004166667	0	0	00:00	0.00	0.00
	June 2011	0.4875	305	00:02	0.002777778	0	0	00:00	0.00	0.00
	May 2011	0.59375	329	00:03	0.002083333	0	0	00:00	0.00	0.00
OP-7 OP-7 - Coordinated Hot Cut" Interval -	April 2012	0	0	00:00	0	0	0	00:00	0.00	0.00
Unbundled Loops" Unbundled Loop Other	March 2012	0.3	10	00:43	0.013888889	0	0	00:00	0.00	0.00
Diagnostic	February 2012	0.23333333	6	00:56	0	0	0	00:00	0.00	0.00
	January 2012	0.00277778	2	00:02	0	0	0	00:00	0.00	0.00
	December 2011	0.85069444	33	00:37	0.009027778	0	0	00:00	0.00	0.00
	November 2011	0.04166667	2	00:30	0.023611111	0	0	00:00	0.00	0.00
	October 2011	0.5625	15	00:54	0	0	0	00:00	0.00	0.00
	September 2011	0.00069444	1	00:01	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	0.12638889	4	00:45	0.009027778	0	0	00:00	0.00	0.00
	June 2011	1.0875	31	00:51	0.009027778	0	0	00:00	0.00	0.00
	May 2011	0	20	00:00	0	0	0	00:00	0.00	0.00
OP-8B Number Portability Timeliness LNP	April 2012	111	112	99%	0.0941	0	0	0%	0.00	(0.13)
Benchmark 0.95	March 2012	92	92	100%	0	0	0	0%	0.00	(0.16)
	February 2012	100	100	100%	0	0	0	0%	0.00	(0.16)
	January 2012	77	77	100%	0	0	0	0%	0.00	(0.16)
	December 2011	97	97	100%	0	0	0	0%	0.00	(0.16)
	November 2011	105	105	100%	0	0	0	0%	0.00	(0.16)
	October 2011	199	199	100%	0	0	0	0%	0.00	(0.16)
	September 2011	141	141	100%	0	0	0	0%	0.00	(0.16)
	August 2011	91	91	100%	0	0	0	0%	0.00	(0.16)
	July 2011	329	330	100%	0.055	0	0	0%	0.00	(0.15)
	June 2011	257	257	100%	0	0	0	0%	0.00	(0.16)
	May 2011	276	276	100%	0	0	0	0%	0.00	(0.16)
OP-8C Percentage of LNP Triggers Set	April 2012	5504	5507	100%	0.0233	0	0	0%	0.00	(0.16)
Prior to the Frame Due Time LNP	March 2012	4912	4913	100%	0.0143	0	0	0%	0.00	(0.16)
Benchmark 0.95	February 2012	5010	5011	100%	0.0141	0	0	0%	0.00	(0.16)
	January 2012	12766	12770	100%	0.0177	0	0	0%	0.00	(0.16)
	December 2011	4823	4824	100%	0.0144	0	0	0%	0.00	(0.16)
	November 2011	6800	6803	100%	0.021	0	0	0%	0.00	(0.16)
	October 2011	5680	5680	100%	0	0	0	0%	0.00	(0.16)
	September 2011	5887	5901	100%	0.0487	0	0	0%	0.00	(0.15)
	August 2011	6647	6647	100%	0	0	0	0%	0.00	(0.16)
	July 2011	7012	7012	100%	0	0	0	0%	0.00	(0.16)
	June 2011	5007	5008	100%	0.0141	0	0	0%	0.00	(0.16)
	May 2011	4817	4819	100%	0.0204	0	0	0%	0.00	(0.16)
OS-1 Speed of Answer - Operator Services	April 2012	0	0	:00	0	7.5	1	:00	0.00	0.00
Parity by Design	March 2012	0	0	:00	0	7.91	1	:24	0.00	0.00
	February 2012	0	0	:00	0	7.25	1	:00	0.00	0.00
	January 2012	0	0	:00	0	7.39	1	:36	0.00	0.00
	December 2011	0	0	:00	0	7.54	1	:36	0.00	0.00
	November 2011	0	0	:00	0	7.77	1	:48	0.00	0.00
	October 2011	0	0	:00	0	7.67	1	:48	0.00	0.00
	September 2011	0	0	:00	0	7.68	1	:12	0.00	0.00
	August 2011	0	0	:00	0	7.61	1	:24	0.00	0.00
	July 2011	0	0	:00	0	7.27	1	:48	0.00	0.00

	June 2011	0	0	:00	0	7.07	1	:48	0.00	0.00
	May 2011	0	0	:00	0	7.19	1	:36	0.00	0.00
PO-15 Number of Due Date Changes per Order All Parity	April 2012	173	1791	0	0.31	304	20269	0	25.58	14.55
	March 2012	138	1535	0	0.29	298	19860	0	21.50	12.07
	February 2012	88	1490	0	0.24	292	19108	0	11.52	6.00
	January 2012	84	1490	0	0.24	275	19311	0	11.72	6.13
	December 2011	131	1558	0	0.28	253	20588	0	23.27	13.15
	November 2011	99	1359	0	0.28	297	23393	0	17.25	9.49
	October 2011	104	1655	0	0.25	310	23574	0	15.60	8.48
	September 2011	121	1600	0	0.32	298	23318	0	19.62	10.93
	August 2011	92	1557	0	0.25	237	20547	0	16.07	8.77
	July 2011	130	1964	0	0.26	263	23029	0	20.55	11.49
	June 2011	91	1801	0	0.24	205	19747	0	14.77	7.98
	May 2011	117	1808	0	0.25	275	20329	0	16.85	9.25
PO-16 Timely Release Notifications Benchmark 0.925	April 2012	2	2	100%	0	0	0	0%	0.00	0.00
	March 2012	1	1	100%	0	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0	0	0	0%	0.00	0.00
	January 2012	1	1	100%	0	0	0	0%	0.00	0.00
	December 2011	2	2	100%	0	0	0	0%	0.00	0.00
	November 2011	0	0	100%	0	0	0	0%	0.00	0.00
	October 2011	4	4	100%	0	0	0	0%	0.00	0.00
	September 2011	2	2	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	0	0	100%	0	0	0	0%	0.00	0.00
PO-19B Stand-Alone Test Environment (SATE) Accuracy IMA_SATE_XML Benchmark 0.95	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	166	174	95%	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	160	168	95%	0	0	0	0%	0.00	0.00
PO-19X Stand-Alone Test Environment (SATE) Accuracy XML Rel. 29.0 Benchmark 0.95	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	290	293	99%	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
PO-19X Stand-Alone Test Environment (SATE) Accuracy XML Rel. 30.0 Benchmark 0.95	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	0	0	0%	0	0	0	0%	0.00	0.00
	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	289	293	99%	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
	PO-19X Stand-Alone Test Environment (SATE) Accuracy XML Rel. 31.0 Benchmark 0.95	April 2012	0	0	0%	0	0	0	0%	0.00
March 2012		0	0	0%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00
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		350	355	99%	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
PO-1A-1 Total Pre-Order Response Times (Appt. Scheduler) IMA Aggregate Benchmark 10		April 2012	5697.18	3063	:24	0	0	0	:00	0.00
	March 2012	5873.28	1748	:24	0	0	0	:00	0.00	0.00
	February 2012	5565.75	2631	:48	0	0	0	:00	0.00	0.00
	January 2012	5376.98	2786	:12	0	0	0	:00	0.00	0.00
	December 2011	5400.78	3234	:48	0	0	0	:00	0.00	0.00
	November 2011	6987.85	2613	:48	0	0	0	:00	0.00	0.00
	October 2011	2156.33	1962	:00	0	0	0	:00	0.00	0.00
	September 2011	5865.15	3205	:12	0	0	0	:00	0.00	0.00
	August 2011	6223.14	3143	:12	0	0	0	:00	0.00	0.00
	July 2011	4895.1	2590	:36	0	0	0	:00	0.00	0.00
	June 2011	5697.18	3063	:24	0	0	0	:00	0.00	0.00
	May 2011	5565.75	2715	:00	0	0	0	:00	0.00	0.00
	PO-1A-1(a) Pre-Order Response Times (Appt. Scheduler) IMA Request Diagnostic	April 2012	336.93	3063	:24	0.01	0	0	:00	0.00
March 2012		192.28	1748	:24	0.1	0	0	:00	0.00	0.00
February 2012		271.5	2631	:00	0.01	0	0	:00	0.00	0.00
January 2012		278.6	2786	:00	0.01	0	0	:00	0.00	0.00
December 2011		388.08	3234	:48	0.15	0	0	:00	0.00	0.00
November 2011		366.4	2613	:36	0.14	0	0	:00	0.00	0.00
October 2011		196.2	1962	:00	0.01	0	0	:00	0.00	0.00
September 2011		352.55	3205	:24	0.07	0	0	:00	0.00	0.00
August 2011		314.3	3143	:00	0	0	0	:00	0.00	0.00
July 2011		259	2590	:00	0.01	0	0	:00	0.00	0.00
June 2011		336.93	3063	:24	0.01	0	0	:00	0.00	0.00
May 2011		271.5	2715	:00	0.01	0	0	:00	0.00	0.00

PO-1A-1(b,c) Pre-Order Response Times (Appt. Scheduler) IMA Response/Accept Diagnostic	April 2012	5360.25	3063	:00	0.5	0	0	:00	0.00	0.00
	March 2012	5681	1748	:00	2.96	0	0	:00	0.00	0.00
	February 2012	5294.25	2631	:24	0.27	0	0	:00	0.00	0.00
	January 2012	5098.38	2786	:12	0.61	0	0	:00	0.00	0.00
	December 2011	5012.7	3234	:00	3.64	0	0	:00	0.00	0.00
	November 2011	6621.45	2613	:12	3.1	0	0	:00	0.00	0.00
	October 2011	1960.13	1962	:36	1.94	0	0	:00	0.00	0.00
	September 2011	5512.6	3205	:48	0.45	0	0	:00	0.00	0.00
	August 2011	5908.84	3143	:12	0.56	0	0	:00	0.00	0.00
	July 2011	4636.1	2590	:36	0.52	0	0	:00	0.00	0.00
	June 2011	5360.25	3063	:00	0.5	0	0	:00	0.00	0.00
	May 2011	5294.25	2715	:00	0.27	0	0	:00	0.00	0.00
	PO-1A-10 Total Pre-Order Response Times (Meet Point Inquiry) IMA Aggregate Benchmark 30	April 2012	2382.07	641	:48	0	0	0	:00	0.00
March 2012		2593.76	436	:00	0	0	0	:00	0.00	0.00
February 2012		1817.78	595	:24	0	0	0	:00	0.00	0.00
January 2012		2381.04	630	:12	0	0	0	:00	0.00	0.00
December 2011		5724.26	1322	:12	0	0	0	:00	0.00	0.00
November 2011		5599.36	832	:12	0	0	0	:00	0.00	0.00
October 2011		3195.15	562	:36	0	0	0	:00	0.00	0.00
September 2011		2171.57	735	:00	0	0	0	:00	0.00	0.00
August 2011		2753.73	719	:12	0	0	0	:00	0.00	0.00
July 2011		2116.33	562	:48	0	0	0	:00	0.00	0.00
PO-1A-10(a) Pre-Order Response Times (Meet Point Inquiry) IMA Request Diagnostic	April 2012	65.16	641	:00	0.01	0	0	:00	0.00	0.00
	March 2012	44.47	436	:00	0.01	0	0	:00	0.00	0.00
	February 2012	59.69	595	:00	0	0	0	:00	0.00	0.00
	January 2012	64.94	630	:00	0.01	0	0	:00	0.00	0.00
	December 2011	171.86	1322	:12	0.99	0	0	:00	0.00	0.00
	November 2011	83.2	832	:00	0.1	0	0	:00	0.00	0.00
	October 2011	56.48	562	:00	0	0	0	:00	0.00	0.00
	September 2011	76.63	735	:00	0.07	0	0	:00	0.00	0.00
	August 2011	72.25	719	:00	0	0	0	:00	0.00	0.00
	July 2011	56.48	562	:00	0	0	0	:00	0.00	0.00
PO-1A-10(b) Pre-Order Response Times (Meet Point Inquiry) IMA Response Diagnostic	April 2012	2316.91	641	:24	0.79	0	0	:00	0.00	0.00
	March 2012	2549.29	436	:00	0.63	0	0	:00	0.00	0.00
	February 2012	1758.09	595	:00	0.57	0	0	:00	0.00	0.00
	January 2012	2316.1	630	:12	0.74	0	0	:00	0.00	0.00
	December 2011	5552.4	1322	:00	1.7	0	0	:00	0.00	0.00
	November 2011	5516.16	832	:12	1.4	0	0	:00	0.00	0.00
	October 2011	3138.67	626	:24	0.63	0	0	:00	0.00	0.00
	September 2011	2094.94	735	:00	0.69	0	0	:00	0.00	0.00
	August 2011	2681.48	719	:12	1.62	0	0	:00	0.00	0.00
	July 2011	2059.85	562	:48	0.72	0	0	:00	0.00	0.00
PO-1A-2 Total Pre-Order Response Times	April 2012	35958.52	5414	:36	0	0	0	:00	0.00	0.00

(Service Availability) IMA Aggregate Benchmark 25	March 2012	7180.92	3660	:24	0	0	0	:00	0.00	0.00	
	February 2012	28973.95	5094	:36	0	0	0	:00	0.00	0.00	
	January 2012	24448.69	4917	:48	0	0	0	:00	0.00	0.00	
	December 2011	18297.75	2361	:00	0	0	0	:00	0.00	0.00	
	November 2011	16107.5	3252	:00	0	0	0	:00	0.00	0.00	
	October 2011	4752.35	3446	:12	0	0	0	:00	0.00	0.00	
	September 2011	38574.15	5882	:24	0	0	0	:00	0.00	0.00	
	August 2011	26105.25	5532	:48	0	0	0	:00	0.00	0.00	
	July 2011	30540.95	4490	:00	0	0	0	:00	0.00	0.00	
	June 2011	35958.52	5414	:36	0	0	0	:00	0.00	0.00	
	May 2011	28973.95	5104	:12	0	0	0	:00	0.00	0.00	
	PO-1A-2(a) Pre-Order Response Times (Service Availability) IMA Request Diagnostic	April 2012	878.77	5414	:24	0.03	0	0	:00	0.00	0.00
		March 2012	402.6	3660	:24	0.01	0	0	:00	0.00	0.00
February 2012		518.64	5094	:00	0	0	0	:00	0.00	0.00	
January 2012		767.25	4917	:24	0.02	0	0	:00	0.00	0.00	
December 2011		519.42	2361	:48	0.03	0	0	:00	0.00	0.00	
November 2011		683.35	3252	:24	0.02	0	0	:00	0.00	0.00	
October 2011		366.63	3446	:24	0.01	0	0	:00	0.00	0.00	
September 2011		943.54	5882	:24	0.03	0	0	:00	0.00	0.00	
August 2011		844.09	5532	:00	0	0	0	:00	0.00	0.00	
July 2011		715.91	4490	:24	0	0	0	:00	0.00	0.00	
June 2011		878.77	5414	:24	0.03	0	0	:00	0.00	0.00	
May 2011		518.64	5104	:00	0	0	0	:00	0.00	0.00	
PO-1A-2(b) Pre-Order Response Times (Service Availability) IMA Response Diagnostic		April 2012	35079.75	5414	:12	3.62	0	0	:00	0.00	0.00
	March 2012	6778.32	3660	:00	3.96	0	0	:00	0.00	0.00	
	February 2012	28455.31	5094	:36	5.95	0	0	:00	0.00	0.00	
	January 2012	23681.44	4917	:48	3.6	0	0	:00	0.00	0.00	
	December 2011	17778.33	2361	:00	0.12	0	0	:00	0.00	0.00	
	November 2011	15424.15	3252	:36	3.27	0	0	:00	0.00	0.00	
	October 2011	4385.72	3446	:12	2.6	0	0	:00	0.00	0.00	
	September 2011	37630.61	5882	:00	3.7	0	0	:00	0.00	0.00	
	August 2011	25261.16	5532	:48	3.48	0	0	:00	0.00	0.00	
	July 2011	29825.04	4490	:36	4.15	0	0	:00	0.00	0.00	
	June 2011	35079.75	5414	:12	3.54	0	0	:00	0.00	0.00	
	May 2011	28455.31	5104	:12	5.95	0	0	:00	0.00	0.00	
	PO-1A-3 Total Pre-Order Response Times (Facility Check) IMA Aggregate Benchmark 25	April 2012	5493.18	1218	:24	0	0	0	:00	0.00	0.00
March 2012		8736.05	927	:48	0	0	0	:00	0.00	0.00	
February 2012		5233.92	1257	:24	0	0	0	:00	0.00	0.00	
January 2012		4930.38	1118	:24	0	0	0	:00	0.00	0.00	
December 2011		2451.39	1993	:12	0	0	0	:00	0.00	0.00	
November 2011		11741.86	1309	:48	0	0	0	:00	0.00	0.00	
October 2011		4468.92	1002	:24	0	0	0	:00	0.00	0.00	
September 2011		5910.45	1299	:00	0	0	0	:00	0.00	0.00	
August 2011		5705.84	1288	:12	0	0	0	:00	0.00	0.00	
July 2011		4468.92	1002	:24	0	0	0	:00	0.00	0.00	
June 2011		5493.18	1218	:24	0	0	0	:00	0.00	0.00	
May 2011		5233.92	1128	:36	0	0	0	:00	0.00	0.00	
PO-1A-3(a) Pre-Order Response Times (Facility Check) IMA Request Diagnostic		April 2012	121.8	1218	:00	0.01	0	0	:00	0.00	0.00
	March 2012	101.04	927	:24	0.08	0	0	:00	0.00	0.00	

	February 2012	112.8	1257	:36	0	0	0	:00	0.00	0.00
	January 2012	111.8	1118	:00	0.01	0	0	:00	0.00	0.00
	December 2011	239.16	1993	:48	0.1	0	0	:00	0.00	0.00
	November 2011	340.47	1309	:12	0.1	0	0	:00	0.00	0.00
	October 2011	100.2	1002	:00	0	0	0	:00	0.00	0.00
	September 2011	129.9	1299	:00	0.01	0	0	:00	0.00	0.00
	August 2011	128.8	1288	:00	0.01	0	0	:00	0.00	0.00
	July 2011	100.2	1002	:00	0	0	0	:00	0.00	0.00
	June 2011	121.8	1218	:00	0.01	0	0	:00	0.00	0.00
	May 2011	112.8	1128	:00	0	0	0	:00	0.00	0.00
PO-1A-3(b) Pre-Order Response Times (Facility Check) IMA Response Diagnostic	April 2012	5371.38	1218	:24	2.17	0	0	:00	0.00	0.00
	March 2012	8635.01	927	:48	3.11	0	0	:00	0.00	0.00
	February 2012	5121.12	1257	:48	1.37	0	0	:00	0.00	0.00
	January 2012	4818.58	1118	:24	1.73	0	0	:00	0.00	0.00
	December 2011	2212.23	1993	:24	4.25	0	0	:00	0.00	0.00
	November 2011	11401.39	1309	:24	1.75	0	0	:00	0.00	0.00
	October 2011	4368.72	1002	:24	1.59	0	0	:00	0.00	0.00
	September 2011	5780.55	1299	:00	1.75	0	0	:00	0.00	0.00
	August 2011	5577.04	1288	:12	2.58	0	0	:00	0.00	0.00
	July 2011	4368.72	1002	:24	1.59	0	0	:00	0.00	0.00
	June 2011	5371.38	1218	:24	2.17	0	0	:00	0.00	0.00
	May 2011	5121.12	1128	:36	1.37	0	0	:00	0.00	0.00
PO-1A-4 Total Pre-Order Response Times (Address Validation) IMA Aggregate Benchmark 10	April 2012	27023.79	8308	:00	0	0	0	:00	0.00	0.00
	March 2012	18563.63	7655	:12	0	0	0	:00	0.00	0.00
	February 2012	28197.62	7044	:00	0	0	0	:00	0.00	0.00
	January 2012	20153.24	7282	:48	0	0	0	:00	0.00	0.00
	December 2011	5310.3	2855	:24	0	0	0	:00	0.00	0.00
	November 2011	20152.24	3433	:48	0	0	0	:00	0.00	0.00
	October 2011	16404.03	5257	:48	0	0	0	:00	0.00	0.00
	September 2011	28706.99	9034	:12	0	0	0	:00	0.00	0.00
	August 2011	23615.31	8132	:00	0	0	0	:00	0.00	0.00
	July 2011	23071.16	6915	:36	0	0	0	:00	0.00	0.00
	June 2011	27023.79	8308	:00	0	0	0	:00	0.00	0.00
	May 2011	28197.62	8047	:00	0	0	0	:00	0.00	0.00
PO-1A-4(a) Pre-Order Response Times (Address Validation) IMA Request Diagnostic	April 2012	1842.25	8308	:48	0.11	0	0	:00	0.00	0.00
	March 2012	1102.58	7655	:36	0.96	0	0	:00	0.00	0.00
	February 2012	1769.39	7044	:00	0.02	0	0	:00	0.00	0.00
	January 2012	1441.07	7282	:00	0.04	0	0	:00	0.00	0.00
	December 2011	342.6	2855	:48	0.04	0	0	:00	0.00	0.00
	November 2011	446.3	3433	:12	0.03	0	0	:00	0.00	0.00
	October 2011	685.91	5257	:12	0.02	0	0	:00	0.00	0.00
	September 2011	1946.48	9034	:48	0.06	0	0	:00	0.00	0.00
	August 2011	1564.91	8132	:36	0.02	0	0	:00	0.00	0.00
	July 2011	1500.02	6915	:48	0.02	0	0	:00	0.00	0.00
	June 2011	1842.25	8308	:48	0.11	0	0	:00	0.00	0.00
	May 2011	1769.39	8047	:48	0.02	0	0	:00	0.00	0.00
PO-1A-4(b) Pre-Order Response Times (Address Validation) IMA Response Diagnostic	April 2012	25181.54	8308	:12	0.9	0	0	:00	0.00	0.00
	March 2012	17461.06	7655	:12	0.14	0	0	:00	0.00	0.00
	February 2012	26428.23	7044	:00	0.9	0	0	:00	0.00	0.00

	January 2012	18712.17	7282	:48	1.39	0	0	:00	0.00	0.00
	December 2011	4967.7	2855	:36	1.96	0	0	:00	0.00	0.00
	November 2011	19705.94	3433	:36	0.27	0	0	:00	0.00	0.00
	October 2011	15718.12	5257	:36	0.14	0	0	:00	0.00	0.00
	September 2011	26760.51	9034	:24	0.98	0	0	:00	0.00	0.00
	August 2011	22050.4	8132	:24	1.32	0	0	:00	0.00	0.00
	July 2011	21571.14	6915	:48	1.55	0	0	:00	0.00	0.00
	June 2011	25181.54	8308	:12	0.87	0	0	:00	0.00	0.00
	May 2011	26428.23	8047	:12	0.9	0	0	:00	0.00	0.00
PO-1A-5 Total Pre-Order Response Times (Get CSR) IMA Aggregate Benchmark 12.5	April 2012	3398.8	1135	:36	0	0	0	:00	0.00	0.00
	March 2012	3727.82	2837	:24	0	0	0	:00	0.00	0.00
	February 2012	4405.2	1142	:24	0	0	0	:00	0.00	0.00
	January 2012	1186.62	359	:24	0	0	0	:00	0.00	0.00
	December 2011	22368.17	4729	:12	0	0	0	:00	0.00	0.00
	November 2011	27912.02	5685	:24	0	0	0	:00	0.00	0.00
	October 2011	4553.61	2168	:00	0	0	0	:00	0.00	0.00
	September 2011	3550.27	1312	:24	0	0	0	:00	0.00	0.00
	August 2011	3772.22	1150	:12	0	0	0	:00	0.00	0.00
	July 2011	2969.54	1010	:36	0	0	0	:00	0.00	0.00
	June 2011	3398.8	1135	:36	0	0	0	:00	0.00	0.00
	May 2011	4405.2	1164	:12	0	0	0	:00	0.00	0.00
PO-1A-5(a) Pre-Order Response Times (Get CSR) IMA Request Diagnostic	April 2012	109.45	1135	:00	0.05	0	0	:00	0.00	0.00
	March 2012	306.4	2837	:24	0.01	0	0	:00	0.00	0.00
	February 2012	119.31	1142	:00	0.01	0	0	:00	0.00	0.00
	January 2012	33.46	359	:36	0.01	0	0	:00	0.00	0.00
	December 2011	945.8	4729	:00	0.1	0	0	:00	0.00	0.00
	November 2011	568.47	5685	:00	0.09	0	0	:00	0.00	0.00
	October 2011	195.12	2168	:36	0.01	0	0	:00	0.00	0.00
	September 2011	121.7	1312	:36	0	0	0	:00	0.00	0.00
	August 2011	105.92	1150	:36	0	0	0	:00	0.00	0.00
	July 2011	93.43	1010	:36	0.01	0	0	:00	0.00	0.00
	June 2011	109.45	1135	:00	0.05	0	0	:00	0.00	0.00
	May 2011	119.31	1164	:00	0.01	0	0	:00	0.00	0.00
PO-1A-5(b) Pre-Order Response Times (Get CSR) IMA Response Diagnostic	April 2012	3289.35	1135	:00	6.61	0	0	:00	0.00	0.00
	March 2012	3421.42	2837	:24	2.02	0	0	:00	0.00	0.00
	February 2012	4285.89	1142	:00	6.11	0	0	:00	0.00	0.00
	January 2012	1153.16	359	:24	6.51	0	0	:00	0.00	0.00
	December 2011	21422.37	4729	:12	2.86	0	0	:00	0.00	0.00
	November 2011	27343.55	5685	:24	2.93	0	0	:00	0.00	0.00
	October 2011	4358.49	2168	:24	1.9	0	0	:00	0.00	0.00
	September 2011	3428.57	1312	:24	5.52	0	0	:00	0.00	0.00
	August 2011	3666.3	1150	:36	7.04	0	0	:00	0.00	0.00
	July 2011	2876.11	1010	:00	5.22	0	0	:00	0.00	0.00
	June 2011	3289.35	1135	:00	5.59	0	0	:00	0.00	0.00
	May 2011	4285.89	1164	:12	6.11	0	0	:00	0.00	0.00
PO-1A-6 Total Pre-Order Response Times (TN Reservation) IMA Aggregate Benchmark 10	April 2012	5979.42	1869	:00	0	0	0	:00	0.00	0.00
	March 2012	7281.57	1830	:12	0	0	0	:00	0.00	0.00
	February 2012	5229.76	1857	:48	0	0	0	:00	0.00	0.00
	January 2012	6210.16	1825	:00	0	0	0	:00	0.00	0.00

	December 2011	6556.62	1407	:24	0	0	0	:00	0.00	0.00
	November 2011	9388.95	1369	:24	0	0	0	:00	0.00	0.00
	October 2011	4879.48	1494	:48	0	0	0	:00	0.00	0.00
	September 2011	5977.04	2143	:36	0	0	0	:00	0.00	0.00
	August 2011	7220.45	2043	:12	0	0	0	:00	0.00	0.00
	July 2011	4879.48	1494	:48	0	0	0	:00	0.00	0.00
	June 2011	5979.42	1869	:00	0	0	0	:00	0.00	0.00
	May 2011	5229.76	1775	:00	0	0	0	:00	0.00	0.00
PO-1A-6(a) Pre-Order Response Times (TN Reservation) IMA Request Diagnostic	April 2012	193.66	1869	:00	0.01	0	0	:00	0.00	0.00
	March 2012	206.79	1830	:24	0.3	0	0	:00	0.00	0.00
	February 2012	178.67	1857	:00	0	0	0	:00	0.00	0.00
	January 2012	191.15	1825	:00	0.01	0	0	:00	0.00	0.00
	December 2011	422.1	1407	:00	0.1	0	0	:00	0.00	0.00
	November 2011	975.48	1369	:00	0.1	0	0	:00	0.00	0.00
	October 2011	151.48	1494	:00	0.01	0	0	:00	0.00	0.00
	September 2011	217.55	2143	:00	0.01	0	0	:00	0.00	0.00
	August 2011	207.68	2043	:00	0	0	0	:00	0.00	0.00
	July 2011	151.48	1494	:00	0.01	0	0	:00	0.00	0.00
	June 2011	193.66	1869	:00	0.01	0	0	:00	0.00	0.00
	May 2011	178.67	1775	:00	0	0	0	:00	0.00	0.00
PO-1A-6(b) Pre-Order Response Times (TN Reservation) IMA Response Diagnostic	April 2012	4959.36	1869	:00	0.74	0	0	:00	0.00	0.00
	March 2012	6161.61	1830	:48	1.94	0	0	:00	0.00	0.00
	February 2012	3997.27	1857	:00	0.61	0	0	:00	0.00	0.00
	January 2012	5109	1825	:00	0.84	0	0	:00	0.00	0.00
	December 2011	5346.6	1407	:00	1.25	0	0	:00	0.00	0.00
	November 2011	7267.29	1369	:12	2.23	0	0	:00	0.00	0.00
	October 2011	4055.91	1494	:24	0.76	0	0	:00	0.00	0.00
	September 2011	4927.74	2143	:00	0.68	0	0	:00	0.00	0.00
	August 2011	6007.17	2043	:36	0.88	0	0	:00	0.00	0.00
	July 2011	4055.91	1494	:24	0.76	0	0	:00	0.00	0.00
	June 2011	4959.36	1869	:00	0.74	0	0	:00	0.00	0.00
	May 2011	3997.27	1775	:00	0.61	0	0	:00	0.00	0.00
PO-1A-6(c) Pre-Order Response Times (TN Reservation) IMA Accept Diagnostic	April 2012	826.4	1869	:36	0.44	0	0	:00	0.00	0.00
	March 2012	913.17	1830	:00	0.83	0	0	:00	0.00	0.00
	February 2012	1053.82	1857	:48	0.07	0	0	:00	0.00	0.00
	January 2012	910.01	1825	:00	0.24	0	0	:00	0.00	0.00
	December 2011	787.92	1407	:24	0.49	0	0	:00	0.00	0.00
	November 2011	1146.18	1369	:48	0.26	0	0	:00	0.00	0.00
	October 2011	672.09	1494	:00	0.31	0	0	:00	0.00	0.00
	September 2011	831.75	2143	:36	0.08	0	0	:00	0.00	0.00
	August 2011	1005.6	2043	:36	0.3	0	0	:00	0.00	0.00
	July 2011	672.09	1494	:00	0.31	0	0	:00	0.00	0.00
	June 2011	826.4	1869	:36	0.22	0	0	:00	0.00	0.00
	May 2011	1053.82	1775	: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	April 2012	12301.03	1548	:00	0	0	0	:00	0.00	0.00
	March 2012	11986.15	925	:24	0	0	0	:00	0.00	0.00
	February 2012	54642.4	6895	:48	0	0	0	:00	0.00	0.00
	January 2012	12333.61	1437	:12	0	0	0	:00	0.00	0.00
	December 2011	8155.02	1366	:48	0	0	0	:00	0.00	0.00

	November 2011	17810.72	1466	:00	0	0	0	:00	0.00	0.00
	October 2011	9793.71	1214	:48	0	0	0	:00	0.00	0.00
	September 2011	13331.05	1677	:00	0	0	0	:00	0.00	0.00
	August 2011	13390.93	1512	:24	0	0	0	:00	0.00	0.00
	July 2011	9793.71	1214	:48	0	0	0	:00	0.00	0.00
	June 2011	12301.03	1548	:00	0	0	0	:00	0.00	0.00
	May 2011	54642.4	6893	:12	0	0	0	:00	0.00	0.00
PO-1A-7(a) Pre-Order Response Times (Loop Qualification Tools) IMA Request Diagnostic	April 2012	228.7	1548	:00	0.1	0	0	:00	0.00	0.00
	March 2012	99.9	925	:24	0.06	0	0	:00	0.00	0.00
	February 2012	1092.65	6895	:24	0.05	0	0	:00	0.00	0.00
	January 2012	184.52	1437	:12	0.06	0	0	:00	0.00	0.00
	December 2011	177.58	1366	:12	0.08	0	0	:00	0.00	0.00
	November 2011	336.85	1466	:24	0.06	0	0	:00	0.00	0.00
	October 2011	176.06	1214	:00	0.06	0	0	:00	0.00	0.00
	September 2011	243.86	1677	:00	0.06	0	0	:00	0.00	0.00
	August 2011	188.95	1512	:48	0.06	0	0	:00	0.00	0.00
	July 2011	176.06	1214	:00	0.06	0	0	:00	0.00	0.00
	June 2011	228.7	1548	:00	0.1	0	0	:00	0.00	0.00
	May 2011	1092.65	6893	:24	0.05	0	0	:00	0.00	0.00
PO-1A-7(b) Pre-Order Response Times (Loop Qualification Tools) IMA Response Diagnostic	April 2012	12072.33	1548	:00	6.21	0	0	:00	0.00	0.00
	March 2012	11886.25	925	:00	5.13	0	0	:00	0.00	0.00
	February 2012	53549.75	6895	:48	4.81	0	0	:00	0.00	0.00
	January 2012	12149.09	1437	:00	5.11	0	0	:00	0.00	0.00
	December 2011	7977.44	1366	:36	2.18	0	0	:00	0.00	0.00
	November 2011	17473.87	1466	:00	18.17	0	0	:00	0.00	0.00
	October 2011	9617.65	1214	:48	5.23	0	0	:00	0.00	0.00
	September 2011	13087.19	1677	:00	6.54	0	0	:00	0.00	0.00
	August 2011	13201.98	1512	:12	6	0	0	:00	0.00	0.00
	July 2011	9617.65	1214	:48	5.23	0	0	:00	0.00	0.00
	June 2011	12072.33	1548	:00	6.21	0	0	:00	0.00	0.00
	May 2011	53549.75	6893	:48	4.81	0	0	:00	0.00	0.00
PO-1A-9 Total Pre-Order Response Times (Connecting Facility Assignment) IMA Aggregate Benchmark 25	April 2012	5592.08	867	:00	0	0	0	:00	0.00	0.00
	March 2012	4853.25	675	:36	0	0	0	:00	0.00	0.00
	February 2012	4642.72	836	:00	0	0	0	:00	0.00	0.00
	January 2012	5391.11	830	:00	0	0	0	:00	0.00	0.00
	December 2011	6312.41	823	:48	0	0	0	:00	0.00	0.00
	November 2011	5569.45	835	:48	0	0	0	:00	0.00	0.00
	October 2011	5950.52	827	:00	0	0	0	:00	0.00	0.00
	September 2011	5885.93	960	:12	0	0	0	:00	0.00	0.00
	August 2011	6478.18	948	:12	0	0	0	:00	0.00	0.00
	July 2011	5950.52	827	:00	0	0	0	:00	0.00	0.00
	June 2011	5592.08	867	:00	0	0	0	:00	0.00	0.00
	May 2011	4642.72	826	:48	0	0	0	:00	0.00	0.00
PO-1A-9(a) Pre-Order Response Times (Connecting Facility Assignment) IMA Request Diagnostic	April 2012	88.82	867	:00	0.01	0	0	:00	0.00	0.00
	March 2012	67.5	675	:00	0.1	0	0	:00	0.00	0.00
	February 2012	83.16	836	:00	0	0	0	:00	0.00	0.00
	January 2012	85.45	830	:00	0.01	0	0	:00	0.00	0.00
	December 2011	82.3	823	:00	0.12	0	0	:00	0.00	0.00
	November 2011	91.85	835	:24	0.11	0	0	:00	0.00	0.00

	October 2011	83.34	827	:00	0	0	0	:00	0.00	0.00
	September 2011	97.13	960	:00	0	0	0	:00	0.00	0.00
	August 2011	95.58	948	:00	0	0	0	:00	0.00	0.00
	July 2011	83.34	827	:00	0	0	0	:00	0.00	0.00
	June 2011	88.82	867	:00	0.01	0	0	:00	0.00	0.00
	May 2011	83.16	826	:00	0	0	0	:00	0.00	0.00
PO-1A-9(b) Pre-Order Response Times (Connecting Facility Assignment) IMA Response Diagnostic	April 2012	5503.26	867	:00	4.41	0	0	:00	0.00	0.00
	March 2012	4785.75	675	:36	5.62	0	0	:00	0.00	0.00
	February 2012	4559.56	836	:00	5.9	0	0	:00	0.00	0.00
	January 2012	5305.66	830	:36	3.36	0	0	:00	0.00	0.00
	December 2011	6230.11	823	:48	3.2	0	0	:00	0.00	0.00
	November 2011	5477.6	835	:24	3.72	0	0	:00	0.00	0.00
	October 2011	5867.18	827	:36	5.62	0	0	:00	0.00	0.00
	September 2011	5788.8	960	:12	2.43	0	0	:00	0.00	0.00
	August 2011	6382.6	948	:12	5.29	0	0	:00	0.00	0.00
	July 2011	5867.18	827	:36	5.62	0	0	:00	0.00	0.00
	June 2011	5503.26	867	:00	3.89	0	0	:00	0.00	0.00
	May 2011	4559.56	826	:48	5.9	0	0	:00	0.00	0.00
PO-1X-1 Pre-Order Response Times (Appt. Scheduler XML) XML Request/Response Benchmark 10	April 2012	15316.2	4572	:00	4.21	0	0	:00	0.00	0.00
	March 2012	4685.72	5121	:48	0.34	0	0	:00	0.00	0.00
	February 2012	17772.73	3865	:00	3.08	0	0	:00	0.00	0.00
	January 2012	5905.03	1609	:48	1.19	0	0	:00	0.00	0.00
	December 2011	4041.09	4989	:24	0.39	0	0	:00	0.00	0.00
	November 2011	4106.21	5233	:36	0.34	0	0	:00	0.00	0.00
	October 2011	4106.21	5233	:36	0.34	0	0	:00	0.00	0.00
	September 2011	15320.02	4546	:48	2.98	0	0	:00	0.00	0.00
	August 2011	16388.35	4565	:36	1.21	0	0	:00	0.00	0.00
	July 2011	11569.62	3831	:48	0.86	0	0	:00	0.00	0.00
	June 2011	15316.2	4572	:00	3.86	0	0	:00	0.00	0.00
	May 2011	17772.73	3889	:48	3.08	0	0	:00	0.00	0.00
PO-1X-10 Pre-Order Response Times (Meet Point Inquiry XML) XML Request/Response Benchmark 30	April 2012	3570.92	894	:36	4.12	0	0	:00	0.00	0.00
	March 2012	2954.7	735	:48	4.12	0	0	:00	0.00	0.00
	February 2012	2653.24	747	:00	2.22	0	0	:00	0.00	0.00
	January 2012	1385.51	316	:12	5.83	0	0	:00	0.00	0.00
	December 2011	3509.01	921	:24	3.11	0	0	:00	0.00	0.00
	November 2011	2890.81	736	:12	4.27	0	0	:00	0.00	0.00
	October 2011	2890.81	736	:12	4.27	0	0	:00	0.00	0.00
	September 2011	2722.54	856	:12	3.79	0	0	:00	0.00	0.00
	August 2011	3833.95	874	:36	4.88	0	0	:00	0.00	0.00
	July 2011	2890.81	736	:12	4.27	0	0	:00	0.00	0.00
	June 2011	3570.92	894	:36	4.12	0	0	:00	0.00	0.00
	May 2011	2653.24	739	:36	2.22	0	0	:00	0.00	0.00
PO-1X-2 Pre-Order Response Times (Service Availability XML) XML Request/Response Benchmark 25	April 2012	43989.27	5443	:12	5.12	0	0	:00	0.00	0.00
	March 2012	5765.35	6186	:12	0.27	0	0	:00	0.00	0.00
	February 2012	35513.92	4814	:12	7.18	0	0	:00	0.00	0.00
	January 2012	9306.64	1931	:48	3.73	0	0	:00	0.00	0.00
	December 2011	13428.25	5225	:48	0.36	0	0	:00	0.00	0.00
	November 2011	7234.43	5925	:48	0.34	0	0	:00	0.00	0.00
	October 2011	4999.96	6087	:48	0.27	0	0	:00	0.00	0.00

	September 2011	42828.25	5349	:24	4.4	0	0	:00	0.00	0.00
	August 2011	32281.68	5419	:24	3.5	0	0	:00	0.00	0.00
	July 2011	35243.19	4543	:24	4.53	0	0	:00	0.00	0.00
	June 2011	43989.27	5443	:12	6.58	0	0	:00	0.00	0.00
	May 2011	35513.92	4915	:12	7.18	0	0	:00	0.00	0.00
PO-1X-3 Pre-Order Response Times (Facility Check XML) XML Request/Response Benchmark 25	April 2012	7535.42	1258	:36	8.25	0	0	:00	0.00	0.00
	March 2012	6504.21	7124	:24	1.51	0	0	:00	0.00	0.00
	February 2012	3238.5	735	:24	5.24	0	0	:00	0.00	0.00
	January 2012	2967.58	451	:12	8.71	0	0	:00	0.00	0.00
	December 2011	8113.08	7954	:48	0.12	0	0	:00	0.00	0.00
	November 2011	6838.23	8231	:12	1.05	0	0	:00	0.00	0.00
	October 2011	6838.23	8231	:12	1.05	0	0	:00	0.00	0.00
	September 2011	8088.48	1233	:24	9.83	0	0	:00	0.00	0.00
	August 2011	8569.3	1279	:00	8.64	0	0	:00	0.00	0.00
	July 2011	6229.65	1047	:00	8.41	0	0	:00	0.00	0.00
	June 2011	7535.42	1258	:36	8.25	0	0	:00	0.00	0.00
	May 2011	3238.5	635	:00	5.24	0	0	:00	0.00	0.00
PO-1X-4 Pre-Order Response Times (Address Validation XML) XML Request/Response Benchmark 10	April 2012	17936.2	7825	:36	3.51	0	0	:00	0.00	0.00
	March 2012	13152.8	8020	:36	0.21	0	0	:00	0.00	0.00
	February 2012	21608.29	6121	:12	6.62	0	0	:00	0.00	0.00
	January 2012	6154.73	2753	:36	2.29	0	0	:00	0.00	0.00
	December 2011	11462.64	6823	:12	0.41	0	0	:00	0.00	0.00
	November 2011	12538.32	7044	:12	0.31	0	0	:00	0.00	0.00
	October 2011	13124.72	8040	:12	0.21	0	0	:00	0.00	0.00
	September 2011	18365.75	7752	:48	3.11	0	0	:00	0.00	0.00
	August 2011	19657.64	7789	:48	1.62	0	0	:00	0.00	0.00
	July 2011	13708.49	6520	:00	1.52	0	0	:00	0.00	0.00
	June 2011	17936.2	7825	:36	3.39	0	0	:00	0.00	0.00
	May 2011	21608.29	6209	:12	6.62	0	0	:00	0.00	0.00
PO-1X-5 Pre-Order Response Times (Get CSR XML) XML Request/Response Benchmark 12.5	April 2012	4805.56	1780	:00	5.21	0	0	:00	0.00	0.00
	March 2012	7076.58	8134	:48	0.23	0	0	:00	0.00	0.00
	February 2012	5420.92	1255	:48	5.41	0	0	:00	0.00	0.00
	January 2012	2987.11	1766	:36	3.26	0	0	:00	0.00	0.00
	December 2011	7487.57	8413	:36	0.33	0	0	:00	0.00	0.00
	November 2011	6824.75	8668	:36	0.24	0	0	:00	0.00	0.00
	October 2011	6824.75	8668	:36	0.24	0	0	:00	0.00	0.00
	September 2011	6620.45	1897	:36	7.3	0	0	:00	0.00	0.00
	August 2011	5755.94	1843	:48	7.13	0	0	:00	0.00	0.00
	July 2011	4109.73	1468	:00	4.92	0	0	:00	0.00	0.00
	June 2011	4805.56	1780	:00	4.93	0	0	:00	0.00	0.00
	May 2011	5420.92	1291	:00	5.41	0	0	:00	0.00	0.00
PO-1X-6 Pre-Order Response Times (TN Reservation XML) XML Request/Response Benchmark 10	April 2012	10552.19	3742	:48	3.08	0	0	:00	0.00	0.00
	March 2012	3380.01	3694	:48	0.34	0	0	:00	0.00	0.00
	February 2012	7956.96	3208	:12	5.33	0	0	:00	0.00	0.00
	January 2012	3823.4	1307	:12	1.25	0	0	:00	0.00	0.00
	December 2011	2997.26	3794	:36	0.33	0	0	:00	0.00	0.00
	November 2011	3212.79	3894	:12	0.34	0	0	:00	0.00	0.00
	October 2011	3212.79	3894	:12	0.34	0	0	:00	0.00	0.00
	September 2011	8631.48	3779	:12	0.91	0	0	:00	0.00	0.00

	August 2011	11437.53	3763	:36	1.19	0	0	:00	0.00	0.00
	July 2011	8131.91	3128	:00	2.05	0	0	:00	0.00	0.00
	June 2011	10552.19	3742	:48	3.08	0	0	:00	0.00	0.00
	May 2011	7956.96	3108	:24	5.33	0	0	:00	0.00	0.00
PO-1X-7 Pre-Order Response Times (Loop Qualification Tools XML) XML Request/Response Benchmark 20	April 2012	41328.29	3825	:00	6.61	0	0	:00	0.00	0.00
	March 2012	4644.48	5664	:48	0.35	0	0	:00	0.00	0.00
	February 2012	19115	1893	:00	8.52	0	0	:00	0.00	0.00
	January 2012	17431.25	1355	:24	6.03	0	0	:00	0.00	0.00
	December 2011	5572.84	6124	:24	0.34	0	0	:00	0.00	0.00
	November 2011	5281.96	6443	:48	0.35	0	0	:00	0.00	0.00
	October 2011	5281.96	6443	:48	0.35	0	0	:00	0.00	0.00
	September 2011	40253.43	3759	:24	6.17	0	0	:00	0.00	0.00
	August 2011	52527.5	3777	:24	6.22	0	0	:00	0.00	0.00
	July 2011	37252.36	3165	:48	6.42	0	0	:00	0.00	0.00
	June 2011	41328.29	3825	:00	6.61	0	0	:00	0.00	0.00
	May 2011	19115	1876	:36	8.52	0	0	:00	0.00	0.00
	PO-1X-9 Pre-Order Response Times (Connecting Facility Assignment XML) XML Request/Response Benchmark 25	April 2012	4619.14	1092	:12	2.98	0	0	:00	0.00
March 2012		1771.22	1940	:24	0.23	0	0	:00	0.00	0.00
February 2012		3544.78	894	:48	4.84	0	0	:00	0.00	0.00
January 2012		2185.2	390	:00	1.41	0	0	:00	0.00	0.00
December 2011		2327.16	1892	:12	0.36	0	0	:00	0.00	0.00
November 2011		1561.26	1920	:24	0.23	0	0	:00	0.00	0.00
October 2011		1561.26	1920	:24	0.23	0	0	:00	0.00	0.00
September 2011		4336.23	1049	:12	1.52	0	0	:00	0.00	0.00
August 2011		5959.91	1068	:12	1.96	0	0	:00	0.00	0.00
July 2011		3803.92	914	:24	1.17	0	0	:00	0.00	0.00
June 2011		4619.14	1092	:12	2.59	0	0	:00	0.00	0.00
May 2011		3544.78	885	:24	4.84	0	0	:00	0.00	0.00
PO-20 Manual Service Order Accuracy Resale & UNE-P (POTS) Benchmark 0.95		April 2012	0	0	0%	0	0	0	0%	0.00
	March 2012	134	134	100%	0	0	0	0%	0.00	(0.16)
	February 2012	155	156	99%	0.0798	0	0	0%	0.00	(0.14)
	January 2012	52	52	100%	0	0	0	0%	0.00	(0.16)
	December 2011	60	62	97%	0.1767	0	0	0%	0.00	(0.06)
	November 2011	56	56	100%	0	0	0	0%	0.00	(0.16)
	October 2011	69	69	100%	0	0	0	0%	0.00	(0.16)
	September 2011	82	83	99%	0.1091	0	0	0%	0.00	(0.12)
	August 2011	61	61	100%	0	0	0	0%	0.00	(0.16)
	July 2011	47	47	100%	0	0	0	0%	0.00	(0.16)
	June 2011	26	26	100%	0	0	0	0%	0.00	(0.16)
	May 2011	11	12	92%	0.2764	0	0	0%	0.00	0.11
	PO-20 Manual Service Order Accuracy Unbundled Loops Benchmark 0.95	April 2012	0	0	0%	0	0	0	0%	0.00
March 2012		470	474	99%	0.0915	0	0	0%	0.00	(0.13)
February 2012		390	390	100%	0	0	0	0%	0.00	(0.16)
January 2012		410	412	100%	0.0695	0	0	0%	0.00	(0.14)
December 2011		362	367	99%	0.1159	0	0	0%	0.00	(0.11)
November 2011		229	229	100%	0	0	0	0%	0.00	(0.16)
October 2011		451	451	100%	0	0	0	0%	0.00	(0.16)
September 2011		494	498	99%	0.0893	0	0	0%	0.00	(0.13)
August 2011		589	592	99%	0.071	0	0	0%	0.00	(0.14)

	July 2011	602	603	100%	0.0407	0	0	0%	0.00	(0.15)
	June 2011	526	527	100%	0.0435	0	0	0%	0.00	(0.15)
	May 2011	337	341	99%	0.1077	0	0	0%	0.00	(0.12)
PO-2A Electronic Flow-through for LSRs received via IMA LNP Diagnostic	April 2012	5423	6283	86%	0.3437	0	0	0%	0.00	0.00
	March 2012	5100	5944	86%	0.349	0	0	0%	0.00	0.00
	February 2012	5768	6530	88%	0.3211	0	0	0%	0.00	0.00
	January 2012	5496	6248	88%	0.3254	0	0	0%	0.00	0.00
	December 2011	4934	5557	89%	0.3155	0	0	0%	0.00	0.00
	November 2011	5912	6746	88%	0.3292	0	0	0%	0.00	0.00
	October 2011	6704	7481	90%	0.3051	0	0	0%	0.00	0.00
	September 2011	7535	8368	90%	0.2994	0	0	0%	0.00	0.00
	August 2011	6607	7437	89%	0.3149	0	0	0%	0.00	0.00
	July 2011	7264	8179	89%	0.3152	0	0	0%	0.00	0.00
	June 2011	6090	6981	87%	0.3337	0	0	0%	0.00	0.00
	May 2011	5935	6877	86%	0.3438	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	April 2012	384	623	62%	0.4863	0	0	0%	0.00
March 2012		355	575	62%	0.486	0	0	0%	0.00	0.00
February 2012		358	672	53%	0.4989	0	0	0%	0.00	0.00
January 2012		284	416	68%	0.4654	0	0	0%	0.00	0.00
December 2011		309	428	72%	0.448	0	0	0%	0.00	0.00
November 2011		246	378	65%	0.4767	0	0	0%	0.00	0.00
October 2011		307	425	72%	0.4478	0	0	0%	0.00	0.00
September 2011		234	369	63%	0.4817	0	0	0%	0.00	0.00
August 2011		139	254	55%	0.4978	0	0	0%	0.00	0.00
July 2011		143	253	57%	0.4957	0	0	0%	0.00	0.00
June 2011		105	162	65%	0.4775	0	0	0%	0.00	0.00
May 2011		86	139	62%	0.4857	0	0	0%	0.00	0.00
PO-2A Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate Diagnostic		April 2012	1187	1633	73%	0.4456	0	0	0%	0.00
	March 2012	908	1314	69%	0.4621	0	0	0%	0.00	0.00
	February 2012	1003	1389	72%	0.448	0	0	0%	0.00	0.00
	January 2012	1017	1431	71%	0.4534	0	0	0%	0.00	0.00
	December 2011	815	1167	70%	0.459	0	0	0%	0.00	0.00
	November 2011	867	1185	73%	0.4431	0	0	0%	0.00	0.00
	October 2011	990	1381	72%	0.4505	0	0	0%	0.00	0.00
	September 2011	1280	1739	74%	0.4408	0	0	0%	0.00	0.00
	August 2011	1061	1505	71%	0.4561	0	0	0%	0.00	0.00
	July 2011	1310	1841	71%	0.453	0	0	0%	0.00	0.00
	June 2011	1249	1789	70%	0.4591	0	0	0%	0.00	0.00
	May 2011	1261	1880	67%	0.4699	0	0	0%	0.00	0.00
	PO-2A Electronic Flow-through for LSRs received via IMA UNE P (POTS AGG) Diagnostic	April 2012	4	9	44%	0.4969	0	0	0%	0.00
March 2012		0	0	0%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00
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
PO-2B Electronic Flow-through for all eligible LSRs Received via IMA LNP Benchmark 0.95	April 2012	5423	5489	99%	0.109	0	0	0%	0.00	(0.12)
	March 2012	5100	5173	99%	0.118	0	0	0%	0.00	(0.11)
	February 2012	5768	5837	99%	0.1081	0	0	0%	0.00	(0.12)
	January 2012	5496	5569	99%	0.1137	0	0	0%	0.00	(0.12)
	December 2011	4934	4995	99%	0.1098	0	0	0%	0.00	(0.12)
	November 2011	5912	6011	98%	0.1273	0	0	0%	0.00	(0.11)
	October 2011	6704	6775	99%	0.1018	0	0	0%	0.00	(0.12)
	September 2011	7535	7606	99%	0.0962	0	0	0%	0.00	(0.13)
	August 2011	6607	6683	99%	0.106	0	0	0%	0.00	(0.12)
	July 2011	7264	7348	99%	0.1063	0	0	0%	0.00	(0.12)
	June 2011	6090	6151	99%	0.0991	0	0	0%	0.00	(0.13)
	May 2011	5935	5991	99%	0.0962	0	0	0%	0.00	(0.13)
	PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS Benchmark 0.95	April 2012	384	390	98%	0.1231	0	0	0%	0.00
March 2012		355	358	99%	0.0912	0	0	0%	0.00	(0.13)
February 2012		358	361	99%	0.0908	0	0	0%	0.00	(0.13)
January 2012		284	301	94%	0.2308	0	0	0%	0.00	0.02
December 2011		309	326	95%	0.2223	0	0	0%	0.00	0.01
November 2011		246	269	91%	0.2796	0	0	0%	0.00	0.11
October 2011		307	316	97%	0.1663	0	0	0%	0.00	(0.07)
September 2011		234	246	95%	0.2154	0	0	0%	0.00	(0.00)
August 2011		139	148	94%	0.239	0	0	0%	0.00	0.03
July 2011		143	158	91%	0.2931	0	0	0%	0.00	0.14
June 2011		105	110	95%	0.2083	0	0	0%	0.00	(0.01)
May 2011		86	90	96%	0.2061	0	0	0%	0.00	(0.02)
PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate Benchmark 0.85		April 2012	1187	1275	93%	0.2535	0	0	0%	0.00
	March 2012	908	990	92%	0.2756	0	0	0%	0.00	(0.24)
	February 2012	1003	1072	94%	0.2454	0	0	0%	0.00	(0.30)
	January 2012	1017	1107	92%	0.2733	0	0	0%	0.00	(0.24)
	December 2011	815	886	92%	0.2715	0	0	0%	0.00	(0.25)
	November 2011	867	919	94%	0.231	0	0	0%	0.00	(0.33)
	October 2011	990	1067	93%	0.2588	0	0	0%	0.00	(0.27)
	September 2011	1280	1372	93%	0.2501	0	0	0%	0.00	(0.29)
	August 2011	1061	1160	91%	0.2794	0	0	0%	0.00	(0.23)
	July 2011	1310	1436	91%	0.2829	0	0	0%	0.00	(0.22)
	June 2011	1249	1340	93%	0.2516	0	0	0%	0.00	(0.29)
	May 2011	1261	1359	93%	0.2587	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	April 2012	4	5	80%	0.4	0	0	0%	0.00
March 2012		0	0	0%	0	0	0	0%	0.00	0.00
February 2012		0	0	0%	0	0	0	0%	0.00	0.00
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	
PO-3C LSR Rejection Notice Interval for Manual and IIS Product Aggregate Benchmark 1	April 2012	3.91736111	6	15:40	0.411805556	0	0	00:00	0.00	(1.04)	
	March 2012	0.78055556	1	18:44	0	0	0	00:00	0.00	(0.66)	
	February 2012	1.44097222	2	17:17	0.118055556	0	0	00:00	0.00	(0.84)	
	January 2012	0.18194444	1	04:22	0	0	0	00:00	0.00	(2.46)	
	December 2011	1.07708333	2	12:55	0.650694444	0	0	00:00	0.00	(1.38)	
	November 2011	0.89305556	2	10:43	0.560416667	0	0	00:00	0.00	(1.66)	
	October 2011	0.85069444	1	20:25	0	0	0	00:00	0.00	(0.45)	
	September 2011	1.9125	4	11:28	0.39375	0	0	00:00	0.00	(1.57)	
	August 2011	0.88819444	2	10:39	0.411111111	0	0	00:00	0.00	(1.67)	
	July 2011	1.53611111	3	12:17	0.371527778	0	0	00:00	0.00	(1.46)	
	June 2011	3.99791667	7	13:42	0.317361111	0	0	00:00	0.00	(1.29)	
	May 2011	1.40208333	4	08:25	0.336805556	0	0	00:00	0.00	(1.95)	
	PO-3X LSR Rejection Notice Interval for IMA - Rejected Manually Product Aggregate Benchmark 0.5	April 2012	13.8861111	358	00:56	0.061805556	0	0	00:00	0.00	(2.77)
		March 2012	13.1722222	345	00:55	0.06875	0	0	00:00	0.00	(2.77)
		February 2012	31.8673611	299	02:33	1.295833333	0	0	00:00	0.00	(2.36)
January 2012		15.4520833	261	01:25	0.122916667	0	0	00:00	0.00	(2.64)	
December 2011		65.9951389	268	05:55	1.281944444	0	0	00:00	0.00	(1.52)	
November 2011		21.1722222	294	01:44	0.301388889	0	0	00:00	0.00	(2.57)	
October 2011		13.39375	301	01:04	0.31875	0	0	00:00	0.00	(2.73)	
September 2011		27.8993056	352	01:54	0.923611111	0	0	00:00	0.00	(2.52)	
August 2011		9.71388889	260	00:54	0.058333333	0	0	00:00	0.00	(2.78)	
July 2011		19.8548611	309	01:33	0.245138889	0	0	00:00	0.00	(2.61)	
June 2011		14.8972222	358	01:00	0.057638889	0	0	00:00	0.00	(2.75)	
May 2011		19.0326389	338	01:21	0.082638889	0	0	00:00	0.00	(2.66)	
PO-4A-1 LSRs Rejected for IMA - Rejected Manually Product Aggregate Diagnostic		April 2012	1145	30323	4%	0.1906	0	0	0%	0.00	0.00
		March 2012	884	27428	3%	0.1766	0	0	0%	0.00	0.00
		February 2012	932	31344	3%	0.1699	0	0	0%	0.00	0.00
	January 2012	967	29595	3%	0.1778	0	0	0%	0.00	0.00	
	December 2011	728	26022	3%	0.1649	0	0	0%	0.00	0.00	
	November 2011	1009	30256	3%	0.1795	0	0	0%	0.00	0.00	
	October 2011	977	31552	3%	0.1732	0	0	0%	0.00	0.00	
	September 2011	1106	36678	3%	0.171	0	0	0%	0.00	0.00	
	August 2011	853	31109	3%	0.1633	0	0	0%	0.00	0.00	
	July 2011	994	33139	3%	0.1706	0	0	0%	0.00	0.00	
	June 2011	903	30652	3%	0.1691	0	0	0%	0.00	0.00	
	May 2011	921	33362	3%	0.1638	0	0	0%	0.00	0.00	
	PO-4A-2 LSRs Rejected for IMA - Auto-Rejected Product Aggregate Diagnostic	April 2012	12324	30323	41%	0.4912	0	0	0%	0.00	0.00
		March 2012	10614	27428	39%	0.4871	0	0	0%	0.00	0.00
		February 2012	12528	31344	40%	0.4898	0	0	0%	0.00	0.00
January 2012		12418	29595	42%	0.4935	0	0	0%	0.00	0.00	
December 2011		12167	26022	47%	0.4989	0	0	0%	0.00	0.00	
November 2011		13567	30256	45%	0.4973	0	0	0%	0.00	0.00	
October 2011		12915	31552	41%	0.4917	0	0	0%	0.00	0.00	
September 2011		15060	36678	41%	0.4919	0	0	0%	0.00	0.00	
August 2011		13623	31109	44%	0.4961	0	0	0%	0.00	0.00	
July 2011		14481	33139	44%	0.496	0	0	0%	0.00	0.00	
June 2011		13033	30652	43%	0.4944	0	0	0%	0.00	0.00	
May 2011		15139	33362	45%	0.4979	0	0	0%	0.00	0.00	

PO-4C LSRs Received via Facsimile Product Aggregate Diagnostic	April 2012	6	7	86%	0.3499	0	0	0%	0.00	0.00
	March 2012	1	3	33%	0.4714	0	0	0%	0.00	0.00
	February 2012	2	8	25%	0.433	0	0	0%	0.00	0.00
	January 2012	1	9	11%	0.3143	0	0	0%	0.00	0.00
	December 2011	2	6	33%	0.4714	0	0	0%	0.00	0.00
	November 2011	2	6	33%	0.4714	0	0	0%	0.00	0.00
	October 2011	1	4	25%	0.433	0	0	0%	0.00	0.00
	September 2011	4	5	80%	0.4	0	0	0%	0.00	0.00
	August 2011	2	4	50%	0.5	0	0	0%	0.00	0.00
	July 2011	3	9	33%	0.4714	0	0	0%	0.00	0.00
	June 2011	7	15	47%	0.4989	0	0	0%	0.00	0.00
	May 2011	4	8	50%	0.5	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	April 2012	200	200	100%	0	0	0	0%	0.00
March 2012		171	171	100%	0	0	0	0%	0.00	(0.16)
February 2012		165	165	100%	0	0	0	0%	0.00	(0.16)
January 2012		149	149	100%	0	0	0	0%	0.00	(0.16)
December 2011		159	159	100%	0	0	0	0%	0.00	(0.16)
November 2011		203	203	100%	0	0	0	0%	0.00	(0.16)
October 2011		283	283	100%	0	0	0	0%	0.00	(0.16)
September 2011		208	208	100%	0	0	0	0%	0.00	(0.16)
August 2011		122	122	100%	0	0	0	0%	0.00	(0.16)
July 2011		132	132	100%	0	0	0	0%	0.00	(0.16)
June 2011		84	84	100%	0	0	0	0%	0.00	(0.16)
May 2011		67	67	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		April 2012	896	898	100%	0.0471	0	0	0%	0.00
	March 2012	644	644	100%	0	0	0	0%	0.00	(0.16)
	February 2012	697	697	100%	0	0	0	0%	0.00	(0.16)
	January 2012	751	751	100%	0	0	0	0%	0.00	(0.16)
	December 2011	597	597	100%	0	0	0	0%	0.00	(0.16)
	November 2011	634	637	100%	0.0685	0	0	0%	0.00	(0.14)
	October 2011	741	741	100%	0	0	0	0%	0.00	(0.16)
	September 2011	1012	1012	100%	0	0	0	0%	0.00	(0.16)
	August 2011	811	811	100%	0	0	0	0%	0.00	(0.16)
	July 2011	957	958	100%	0.0323	0	0	0%	0.00	(0.15)
	June 2011	949	949	100%	0	0	0	0%	0.00	(0.16)
	May 2011	914	914	100%	0	0	0	0%	0.00	(0.16)
	PO-5A-(c) FOCs On Time for Fully Electronic LSRs Received Via IMA LNP Benchmark 0.95	April 2012	4878	4879	100%	0.0143	0	0	0%	0.00
March 2012		4610	4610	100%	0	0	0	0%	0.00	(0.16)
February 2012		5091	5091	100%	0	0	0	0%	0.00	(0.16)
January 2012		5054	5055	100%	0.0141	0	0	0%	0.00	(0.16)
December 2011		4402	4408	100%	0.0369	0	0	0%	0.00	(0.15)
November 2011		5327	5334	100%	0.0362	0	0	0%	0.00	(0.15)
October 2011		5955	5956	100%	0.013	0	0	0%	0.00	(0.16)
September 2011		6729	6729	100%	0	0	0	0%	0.00	(0.16)
August 2011		5858	5858	100%	0	0	0	0%	0.00	(0.16)
July 2011		6470	6481	100%	0.0412	0	0	0%	0.00	(0.15)
June 2011		5438	5438	100%	0	0	0	0%	0.00	(0.16)
May 2011		5338	5339	100%	0.0137	0	0	0%	0.00	(0.16)
PO-5B-(a) FOCs On Time For		April 2012	156	156	100%	0	0	0	0%	0.00

Electronic/Manual LSRs Received Via IMA Resale Aggregate Benchmark 0.9	March 2012	122	122	100%	0	0	0	0%	0.00	(0.33)
	February 2012	165	165	100%	0	0	0	0%	0.00	(0.33)
	January 2012	46	46	100%	0	0	0	0%	0.00	(0.33)
	December 2011	47	47	100%	0	0	0	0%	0.00	(0.33)
	November 2011	54	54	100%	0	0	0	0%	0.00	(0.33)
	October 2011	70	70	100%	0	0	0	0%	0.00	(0.33)
	September 2011	88	88	100%	0	0	0	0%	0.00	(0.33)
	August 2011	75	75	100%	0	0	0	0%	0.00	(0.33)
	July 2011	59	59	100%	0	0	0	0%	0.00	(0.33)
	June 2011	30	30	100%	0	0	0	0%	0.00	(0.33)
	May 2011	28	28	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	April 2012	1100	1127	98%	0.1529	0	0	0%	0.00
March 2012		889	914	97%	0.1631	0	0	0%	0.00	(0.24)
February 2012		740	766	97%	0.1811	0	0	0%	0.00	(0.22)
January 2012		743	777	96%	0.2046	0	0	0%	0.00	(0.19)
December 2011		689	707	97%	0.1575	0	0	0%	0.00	(0.25)
November 2011		691	708	98%	0.1531	0	0	0%	0.00	(0.25)
October 2011		748	761	98%	0.1296	0	0	0%	0.00	(0.28)
September 2011		813	835	97%	0.1602	0	0	0%	0.00	(0.25)
August 2011		779	799	98%	0.1562	0	0	0%	0.00	(0.25)
July 2011		931	957	97%	0.1626	0	0	0%	0.00	(0.24)
June 2011		919	945	97%	0.1636	0	0	0%	0.00	(0.24)
May 2011		1062	1071	99%	0.0913	0	0	0%	0.00	(0.31)
PO-5B-(c) FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP Benchmark 0.9	April 2012	815	815	100%	0	0	0	0%	0.00	(0.33)
	March 2012	778	778	100%	0	0	0	0%	0.00	(0.33)
	February 2012	710	710	100%	0	0	0	0%	0.00	(0.33)
	January 2012	680	680	100%	0	0	0	0%	0.00	(0.33)
	December 2011	556	556	100%	0	0	0	0%	0.00	(0.33)
	November 2011	779	779	100%	0	0	0	0%	0.00	(0.33)
	October 2011	731	731	100%	0	0	0	0%	0.00	(0.33)
	September 2011	789	789	100%	0	0	0	0%	0.00	(0.33)
	August 2011	771	771	100%	0	0	0	0%	0.00	(0.33)
	July 2011	822	822	100%	0	0	0	0%	0.00	(0.33)
	June 2011	801	801	100%	0	0	0	0%	0.00	(0.33)
	May 2011	862	862	100%	0	0	0	0%	0.00	(0.33)
PO-5C-(a) FOCs on Time for Manual Resale Aggregate Benchmark 0.9	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00
	February 2012	1	1	100%	0	0	0	0%	0.00	(0.33)
	January 2012	1	1	100%	0	0	0	0%	0.00	(0.33)
	December 2011	0	0	0%	0	0	0	0%	0.00	0.00
	November 2011	2	2	100%	0	0	0	0%	0.00	(0.33)
	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	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	(0.33)
	May 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	April 2012	1	1	100%	0	0	0	0%	0.00	(0.33)
	March 2012	0	0	0%	0	0	0	0%	0.00	0.00

0.9	February 2012	0	0	0%	0	0	0	0%	0.00	0.00	
	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	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	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	
	PO-5C-(c) FOCs on Time for Manual LNP Benchmark 0.9	April 2012	0	0	0%	0	0	0	0%	0.00	0.00
		March 2012	2	2	100%	0	0	0	0%	0.00	(0.33)
		February 2012	5	5	100%	0	0	0	0%	0.00	(0.33)
January 2012		5	5	100%	0	0	0	0%	0.00	(0.33)	
December 2011		4	4	100%	0	0	0	0%	0.00	(0.33)	
November 2011		2	2	100%	0	0	0	0%	0.00	(0.33)	
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		1	1	100%	0	0	0	0%	0.00	(0.33)	
July 2011		5	5	100%	0	0	0	0%	0.00	(0.33)	
June 2011		6	6	100%	0	0	0	0%	0.00	(0.33)	
May 2011		3	3	100%	0	0	0	0%	0.00	(0.33)	
PO-5D Firm Order Confirmations (FOCs) On Time LIS Trunk Benchmark 0.85		April 2012	48	48	100%	0	0	0	0%	0.00	(0.53)
	March 2012	55	55	100%	0	0	0	0%	0.00	(0.53)	
	February 2012	39	39	100%	0	0	0	0%	0.00	(0.53)	
	January 2012	16	16	100%	0	0	0	0%	0.00	(0.53)	
	December 2011	16	16	100%	0	0	0	0%	0.00	(0.53)	
	November 2011	52	52	100%	0	0	0	0%	0.00	(0.53)	
	October 2011	29	29	100%	0	0	0	0%	0.00	(0.53)	
	September 2011	60	60	100%	0	0	0	0%	0.00	(0.53)	
	August 2011	59	59	100%	0	0	0	0%	0.00	(0.53)	
	July 2011	125	125	100%	0	0	0	0%	0.00	(0.53)	
	June 2011	93	93	100%	0	0	0	0%	0.00	(0.53)	
	May 2011	34	34	100%	0	0	0	0%	0.00	(0.53)	
	PO-6 Work Completion Notification Timeliness All Benchmark 0.25	April 2012	34.6361111	6273	00:08	0.079166667	0	0	00:00	0.00	(2.93)
March 2012		27.7770833	5503	00:07	0.032638889	0	0	00:00	0.00	(2.94)	
February 2012		37.6388889	5958	00:09	0.026388889	0	0	00:00	0.00	(2.92)	
January 2012		29.5513889	6032	00:07	0.009027778	0	0	00:00	0.00	(2.94)	
December 2011		31.4229167	6217	00:07	0.019444444	0	0	00:00	0.00	(2.94)	
November 2011		40.5361111	6152	00:09	0.038888889	0	0	00:00	0.00	(2.92)	
October 2011		31.5506944	6510	00:07	0.027777778	0	0	00:00	0.00	(2.94)	
September 2011		44.0770833	7017	00:09	0.042361111	0	0	00:00	0.00	(2.92)	
August 2011		98.3340278	6468	00:22	0.065277778	0	0	00:00	0.00	(2.82)	
July 2011		46.2159722	6838	00:10	0.11875	0	0	00:00	0.00	(2.92)	
June 2011		31.9597222	5995	00:08	0.038888889	0	0	00:00	0.00	(2.94)	
May 2011		26.9104167	5899	00:07	0.049305556	0	0	00:00	0.00	(2.95)	
PO-7X,C Notices Made Available via IMA - GUI and XML / Billing System Posting Completions All Parity		April 2012	3589	3589	100%	0	161744	161744	100%	0.00	0.00
	March 2012	2433	2433	100%	0	159522	159522	100%	0.00	0.00	
	February 2012	2779	2780	100%	0.019	159768	159768	100%	0.00	0.00	

	January 2012	2969	2969	100%	0	168303	168303	100%	0.00	0.00
	December 2011	2931	2931	100%	0	159101	159101	100%	0.00	0.00
	November 2011	2942	2942	100%	0	176087	176087	100%	0.00	0.00
	October 2011	3032	3032	100%	0	181825	181825	100%	0.00	0.00
	September 2011	3395	3395	100%	0	180713	180713	100%	0.00	0.00
	August 2011	3022	3022	100%	0	177421	177421	100%	0.00	0.00
	July 2011	3603	3603	100%	0	222217	222217	100%	0.00	0.00
	June 2011	3361	3361	100%	0	226217	226217	100%	0.00	0.00
	May 2011	3343	3343	100%	0	216173	216173	100%	0.00	0.00
PO-8A Jeopardy Notice Interval Non-Designed Services Parity	April 2012	0	1	0	0	28	31	1	1.13	(0.67)
	March 2012	6	1	6	0	40	45	1	-5.89	(4.58)
	February 2012	13	3	4	1.53	27	23	1	-3.25	(2.97)
	January 2012	6	1	6	0	24	27	1	-8.69	(6.29)
	December 2011	8	2	4	2.83	48	25	2	-0.85	(1.52)
	November 2011	6	2	3	2.83	62	43	1	-0.64	(1.39)
	October 2011	2	1	2	0	37	41	1	-1.18	(1.72)
	September 2011	6	1	6	0	47	45	1	-4.80	(3.92)
	August 2011	0	0	0	0	0	0	0	0.00	0.00
	July 2011	0	1	0	0	59	30	2	0.54	(0.62)
	June 2011	0	0	0	0	0	0	0	0.00	0.00
	May 2011	3	1	3	0	37	28	1	-0.98	(1.60)
	PO-8B Jeopardy Notice Interval Unbundled Loops and Number Portability Parity	April 2012	330	110	3	1.45	28	31	1	-13.06
March 2012		267	115	2	1.95	40	45	1	-9.49	(6.77)
February 2012		191	63	3	1.58	27	23	1	-4.81	(3.92)
January 2012		252	71	4	1.8	24	27	1	-20.38	(13.39)
December 2011		282	88	3	2.14	48	25	2	-1.70	(2.04)
November 2011		209	77	3	1.94	62	43	1	-1.98	(2.20)
October 2011		185	58	3	2.26	37	41	1	-12.23	(8.43)
September 2011		385	106	4	2.28	47	45	1	-14.24	(9.66)
August 2011		376	96	4	1.81	36	34	1	-23.86	(15.51)
July 2011		609	95	6	13	59	30	2	-5.87	(4.57)
June 2011		313	84	4	2.21	35	22	2	-2.57	(2.56)
May 2011		235	62	4	2.57	37	28	1	-6.46	(4.93)
PO-9A Timely Jeopardy Notices Non-Designed Services Parity		April 2012	0	5	0%	0	12	111	11%	0.76
	March 2012	1	2	50%	0.5	15	151	10%	-1.88	(2.14)
	February 2012	2	9	22%	0.4157	7	95	7%	-1.63	(1.99)
	January 2012	0	5	0%	0	9	91	10%	0.72	(1.16)
	December 2011	0	1	0%	0	7	115	6%	0.25	(1.94)
	November 2011	1	2	50%	0.5	18	123	15%	-1.40	(1.85)
	October 2011	1	3	33%	0.4714	13	119	11%	-1.23	(1.75)
	September 2011	0	2	0%	0	21	120	18%	0.65	(1.29)
	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	12	86	14%	-2.47	(2.50)
	PO-9B Timely Jeopardy Notices Unbundled Loops and Number Portability Parity	April 2012	25	52	48%	0.4996	12	111	11%	-7.14
March 2012		44	108	41%	0.4914	15	151	10%	-8.17	(5.97)
February 2012		10	70	14%	0.3499	7	95	7%	-1.68	(2.02)
January 2012		26	48	54%	0.4983	9	91	10%	-8.31	(6.05)



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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 Calendar 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-Forecasted & 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
MR-5B	All Troubles Cleared within 4 Hours LIS Trunk	Parity
MR-5B	All Troubles Cleared within 4 Hours UDIT Above DS1 Level	Parity
MR-5B	All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable	Parity
MR-6A	Mean Time to Restore Basic Rate ISDN	Parity
MR-6A	Mean Time to Restore Business	Parity
MR-6A	Mean Time to Restore Centrex	Parity
MR-6A	Mean Time to Restore Centrex 21	Parity
MR-6A	Mean Time to Restore Line Sharing	Parity
MR-6A	Mean Time to Restore Line Splitting	Parity
MR-6A	Mean Time to Restore PBX	Parity
MR-6A	Mean Time to Restore Residence	Parity
MR-6A	Mean Time to Restore UNE - P (POTS)	Parity
MR-6A	Mean Time to Restore UNE P (Centrex 21)	Parity
MR-6A	Mean Time to Restore UNE P (Centrex)	Parity
MR-6B	Mean Time to Restore Business	Parity
MR-6B	Mean Time to Restore Centrex 21	Parity
MR-6B	Mean Time to Restore PBX	Parity
MR-6B	Mean Time to Restore Residence	Parity
MR-6B	Mean Time to Restore UNE - P (POTS)	Parity
MR-6C	Mean Time to Restore Business	Parity
MR-6C	Mean Time to Restore Centrex 21	Parity
MR-6C	Mean Time to Restore Line Sharing	Parity
MR-6C	Mean Time to Restore Line Splitting	Parity
MR-6C	Mean Time to Restore Residence	Parity
MR-6C	Mean Time to Restore UNE - P (POTS)	Parity
MR-6C	Mean Time to Restore UNE P (Centrex 21)	Parity
MR-6C	Mean Time to Restore UNE P (Centrex)	Parity
MR-6D	Mean Time to Restore Dark Fiber - IOF	Parity
MR-6D	Mean Time to Restore Dark Fiber - Loop	Parity
MR-6D	Mean Time to Restore DS0	Parity
MR-6D	Mean Time to Restore DS1	Parity
MR-6D	Mean Time to Restore Enhanced Extended Loops - DS0 Capable	Diagnostic
MR-6D	Mean Time to Restore Enhanced Extended Loops - DS1 Capable	Parity
MR-6D	Mean Time to Restore LIS Trunk	Parity
MR-6D	Mean Time to Restore UDIT Above DS1 Level	Parity
MR-6D	Mean Time to Restore UDIT DS1	Parity
MR-6D	Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded	Parity
MR-6D	Mean Time to Restore Unbundled Loop - 4 Wire Non-Loaded	Parity
MR-6D	Mean Time to Restore Unbundled Loop - ADSL Qualified	Parity
MR-6D	Mean Time to Restore Unbundled Loop - DS1 Capable	Parity
MR-6D	Mean Time to Restore Unbundled Loop - XDSLi	Parity
MR-6D	Mean Time to Restore Unbundled Loop Analog	Parity
MR-6D	Mean Time to Restore Unbundled Loop ISDN Capable	Parity
MR-6E	Mean Time to Restore Dark Fiber - IOF	Parity
MR-6E	Mean Time to Restore Dark Fiber - Loop	Parity
MR-6E	Mean Time to Restore DS1	Parity
MR-6E	Mean Time to Restore E911	Parity
MR-6E	Mean Time to Restore Enhanced Extended Loops - DS1 Capable	Parity
MR-6E	Mean Time to Restore ISDN Primary	Parity
MR-6E	Mean Time to Restore LIS Trunk	Parity
MR-6E	Mean Time to Restore UDIT Above DS1 Level	Parity
MR-6E	Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded	Parity
MR-6E	Mean Time to Restore Unbundled Loop - ADSL Qualified	Parity
MR-6E	Mean Time to Restore Unbundled Loop - DS1 Capable	Parity
MR-6E	Mean Time to Restore Unbundled Loop - XDSLi	Parity
MR-6E	Mean Time to Restore Unbundled Loop Analog	Parity
MR-6E	Mean Time to Restore Unbundled Loop ISDN Capable	Parity
MR-7A	Repair Repeat Report Rate Basic Rate ISDN	Parity
MR-7A	Repair Repeat Report Rate Business	Parity
MR-7A	Repair Repeat Report Rate Centrex	Parity
MR-7A	Repair Repeat Report Rate Centrex 21	Parity
MR-7A	Repair Repeat Report Rate Line Sharing	Parity
MR-7A	Repair Repeat Report Rate Line Splitting	Parity
MR-7A	Repair Repeat Report Rate PBX	Parity
MR-7A	Repair Repeat Report Rate Residence	Parity
MR-7A	Repair Repeat Report Rate UNE - P (POTS)	Parity

MR-7A	Repair Repeat Report Rate UNE P (Centrex 21)	Parity
MR-7A	Repair Repeat Report Rate UNE P (Centrex)	Parity
MR-7B	Repair Repeat Report Rate Business	Parity
MR-7B	Repair Repeat Report Rate Centrex 21	Parity
MR-7B	Repair Repeat Report Rate PBX	Parity
MR-7B	Repair Repeat Report Rate Residence	Parity
MR-7B	Repair Repeat Report Rate UNE - P (POTS)	Parity
MR-7C	Repair Repeat Report Rate Business	Parity
MR-7C	Repair Repeat Report Rate Centrex 21	Parity
MR-7C	Repair Repeat Report Rate Line Sharing	Parity
MR-7C	Repair Repeat Report Rate Line Splitting	Parity
MR-7C	Repair Repeat Report Rate Residence	Parity
MR-7C	Repair Repeat Report Rate UNE - P (POTS)	Parity
MR-7C	Repair Repeat Report Rate UNE P (Centrex 21)	Parity
MR-7C	Repair Repeat Report Rate UNE P (Centrex)	Parity
MR-7D	Repair Repeat Report Rate Dark Fiber - IOF	Parity
MR-7D	Repair Repeat Report Rate Dark Fiber - Loop	Parity
MR-7D	Repair Repeat Report Rate DS0	Parity
MR-7D	Repair Repeat Report Rate DS1	Parity
MR-7D	Repair Repeat Report Rate Enhanced Extended Loops - DS0 Capable	Diagnostic
MR-7D	Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable	Parity
MR-7D	Repair Repeat Report Rate LIS Trunk	Parity
MR-7D	Repair Repeat Report Rate UDIT Above DS1 Level	Parity
MR-7D	Repair Repeat Report Rate UDIT DS1	Parity
MR-7D	Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded	Parity
MR-7D	Repair Repeat Report Rate Unbundled Loop - 4 Wire Non-Loaded	Parity
MR-7D	Repair Repeat Report Rate Unbundled Loop - ADSL Qualified	Parity
MR-7D	Repair Repeat Report Rate Unbundled Loop - DS1 Capable	Parity
MR-7D	Repair Repeat Report Rate Unbundled Loop - XDSLi	Parity
MR-7D	Repair Repeat Report Rate Unbundled Loop Analog	Parity
MR-7D	Repair Repeat Report Rate Unbundled Loop ISDN Capable	Parity
MR-7E	Repair Repeat Report Rate Dark Fiber - IOF	Parity
MR-7E	Repair Repeat Report Rate Dark Fiber - Loop	Parity
MR-7E	Repair Repeat Report Rate DS1	Parity
MR-7E	Repair Repeat Report Rate E911	Parity
MR-7E	Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable	Parity
MR-7E	Repair Repeat Report Rate ISDN Primary	Parity
MR-7E	Repair Repeat Report Rate LIS Trunk	Parity
MR-7E	Repair Repeat Report Rate UDIT Above DS1 Level	Parity
MR-7E	Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded	Parity
MR-7E	Repair Repeat Report Rate Unbundled Loop - ADSL Qualified	Parity
MR-7E	Repair Repeat Report Rate Unbundled Loop - DS1 Capable	Parity
MR-7E	Repair Repeat Report Rate Unbundled Loop - XDSLi	Parity
MR-7E	Repair Repeat Report Rate Unbundled Loop Analog	Parity
MR-7E	Repair Repeat Report Rate Unbundled Loop ISDN Capable	Parity
MR-8	Trouble Rate Basic Rate ISDN	Parity
MR-8	Trouble Rate Business	Parity
MR-8	Trouble Rate Centrex	Parity
MR-8	Trouble Rate Centrex 21	Parity
MR-8	Trouble Rate Dark Fiber - IOF	Diagnostic
MR-8	Trouble Rate Dark Fiber - Loop	Diagnostic
MR-8	Trouble Rate DS0	Parity
MR-8	Trouble Rate DS1	Parity
MR-8	Trouble Rate DS3	Parity
MR-8	Trouble Rate E911	Parity
MR-8	Trouble Rate Enhanced Extended Loops - DS0 Capable	Diagnostic
MR-8	Trouble Rate Enhanced Extended Loops - DS1 Capable	Parity
MR-8	Trouble Rate Enhanced Extended Loops - DS3 Capable	Diagnostic
MR-8	Trouble Rate Frame Relay	Parity
MR-8	Trouble Rate ISDN Primary	Parity
MR-8	Trouble Rate Line Sharing	Parity
MR-8	Trouble Rate Line Splitting	Parity
MR-8	Trouble Rate LIS Trunk	Parity
MR-8	Trouble Rate PBX	Parity
MR-8	Trouble Rate Residence	Parity
MR-8	Trouble Rate Sub-Loop Unbundling	Diagnostic
MR-8	Trouble Rate UDIT Above DS1 Level	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	Parity	0.01
NI-1B	Trunk Blockage to Qwest End Offices LIS Trunk	Parity	Parity	0.01
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	Benchmark	0.95
OP-13A	Coordinated Cuts Completed on Time Unbundled Loop Other	Benchmark	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	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	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
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	
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	
OP-7	OP-7 - Coordinated Hot Cut" Interval - Unbundled Loops" Unbundled Loop Other	Diagnostic	
OP-8B	Number Portability Timeliness LNP	Benchmark	0.95
OP-8C	Percentage of LNP Triggers Set Prior to the Frame Due Time LNP	Benchmark	0.95
OS-1	Speed of Answer - Operator Services	Parity by Design	
PO-15	Number of Due Date Changes per Order All	Parity	
PO-16	Timely Release Notifications	Benchmark	0.925
PO-19A	Stand-Alone Test Environment (SATE) Accuracy XML IMA_SATE_XML	Benchmark	0.95
PO-19A	Stand-Alone Test Environment (SATE) Accuracy XML Rel. 23.0	Diagnostic	
PO-19A	Stand-Alone Test Environment (SATE) Accuracy XML Rel. 24.0	Diagnostic	
PO-19A	Stand-Alone Test Environment (SATE) Accuracy XML Rel. 25.0	Diagnostic	
PO-19A	Stand-Alone Test Environment (SATE) Accuracy XML Rel. 26.0	Diagnostic	
PO-19A	Stand-Alone Test Environment (SATE) Accuracy XML Rel. VICKI	Diagnostic	
PO-19B	Stand-Alone Test Environment (SATE) Accuracy IMA_SATE_XML	Benchmark	0.95
PO-1A-1	Total Pre-Order Response Times (Appt. Scheduler) IMA Aggregate	Benchmark	10
PO-1A-1(a)	Pre-Order Response Times (Appt. Scheduler) IMA Request	Diagnostic	
PO-1A-1(b,c)	Pre-Order Response Times (Appt. Scheduler) IMA Response/Accept	Diagnostic	
PO-1A-10	Total Pre-Order Response Times (Meet Point Inquiry) IMA Aggregate	Benchmark	30
PO-1A-10(a)	Pre-Order Response Times (Meet Point Inquiry) IMA Request	Diagnostic	
PO-1A-10(b)	Pre-Order Response Times (Meet Point Inquiry) IMA Response	Diagnostic	
PO-1A-2	Total Pre-Order Response Times (Service Availability) IMA Aggregate	Benchmark	25
PO-1A-2(a)	Pre-Order Response Times (Service Availability) IMA Request	Diagnostic	
PO-1A-2(b)	Pre-Order Response Times (Service Availability) IMA Response	Diagnostic	
PO-1A-3	Total Pre-Order Response Times (Facility Check) IMA Aggregate	Benchmark	25
PO-1A-3(a)	Pre-Order Response Times (Facility Check) IMA Request	Diagnostic	
PO-1A-3(b)	Pre-Order Response Times (Facility Check) IMA Response	Diagnostic	
PO-1A-4	Total Pre-Order Response Times (Address Validation) IMA Aggregate	Benchmark	10
PO-1A-4(a)	Pre-Order Response Times (Address Validation) IMA Request	Diagnostic	
PO-1A-4(b)	Pre-Order Response Times (Address Validation) IMA Response	Diagnostic	
PO-1A-5	Total Pre-Order Response Times (Get CSR) IMA Aggregate	Benchmark	12.5
PO-1A-5(a)	Pre-Order Response Times (Get CSR) IMA Request	Diagnostic	
PO-1A-5(b)	Pre-Order Response Times (Get CSR) IMA Response	Diagnostic	
PO-1A-6	Total Pre-Order Response Times (TN Reservation) IMA Aggregate	Benchmark	10
PO-1A-6(a)	Pre-Order Response Times (TN Reservation) IMA Request	Diagnostic	
PO-1A-6(b)	Pre-Order Response Times (TN Reservation) IMA Response	Diagnostic	
PO-1A-6(c)	Pre-Order Response Times (TN Reservation) IMA Accept	Diagnostic	
PO-1A-7	Total Pre-Order Response Times (Loop Qualification Tools) IMA Aggregate	Benchmark	20
PO-1A-7(a)	Pre-Order Response Times (Loop Qualification Tools) IMA Request	Diagnostic	
PO-1A-7(b)	Pre-Order Response Times (Loop Qualification Tools) IMA Response	Diagnostic	
PO-1A-9	Total Pre-Order Response Times (Connecting Facility Assignment) IMA Aggregate	Benchmark	25
PO-1A-9(a)	Pre-Order Response Times (Connecting Facility Assignment) IMA Request	Diagnostic	
PO-1A-9(b)	Pre-Order Response Times (Connecting Facility Assignment) IMA Response	Diagnostic	
PO-1X-1	Pre-Order Response Times (Appt. Scheduler XML) XML Request/Response	Benchmark	10
PO-1X-10	Pre-Order Response Times (Meet Point Inquiry XML) XML Request/Response	Benchmark	30
PO-1X-2	Pre-Order Response Times (Service Availability XML) XML Request/Response	Benchmark	25
PO-1X-3	Pre-Order Response Times (Facility Check XML) XML Request/Response	Benchmark	25
PO-1X-4	Pre-Order Response Times (Address Validation XML) XML Request/Response	Benchmark	10
PO-1X-5	Pre-Order Response Times (Get CSR XML) XML Request/Response	Benchmark	12.5
PO-1X-6	Pre-Order Response Times (TN Reservation XML) XML Request/Response	Benchmark	10
PO-1X-7	Pre-Order Response Times (Loop Qualification Tools XML) XML Request/Response	Benchmark	20
PO-1X-9	Pre-Order Response Times (Connecting Facility Assignment XML) XML Request/Response	Benchmark	25
PO-20	Manual Service Order Accuracy Resale & UNE-P (POTS)	Benchmark	0.95
PO-20	Manual Service Order Accuracy Unbundled Loops	Benchmark	0.95
PO-2A	Electronic Flow-through for LSRs received via IMA LNP	Diagnostic	
PO-2A	Electronic Flow-through for LSRs received via IMA Resale Aggregate W/O UNE-P-POTS	Diagnostic	
PO-2A	Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate	Diagnostic	
PO-2A	Electronic Flow-through for LSRs received via IMA UNE P (POTS AGG)	Diagnostic	
PO-2B	Electronic Flow-through for all eligible LSRs Received via IMA LNP	Benchmark	0.95
PO-2B	Electronic Flow-through for all eligible LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS	Benchmark	0.95
PO-2B	Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate	Benchmark	0.85
PO-2B	Electronic Flow-through for all eligible LSRs Received via IMA UNE P (POTS AGG)	Benchmark	0.95
PO-3C	LSR Rejection Notice Interval for Manual and IIS Product Aggregate	Benchmark	1
PO-3X	LSR Rejection Notice Interval for IMA - Rejected Manually Product Aggregate	Benchmark	0.5
PO-4A-1	LSRs Rejected for IMA - Rejected Manually Product Aggregate	Diagnostic	
PO-4A-2	LSRs Rejected for IMA - Auto-Rejected Product Aggregate	Diagnostic	
PO-4C	LSRs Received via Facsimile Product Aggregate	Diagnostic	
PO-5A-(a)	FOCs On Time for Fully Electronic LSRs Received Via IMA Resale Aggregate	Benchmark	0.95

PO-5A-(b)	FOCs On Time for Fully Electronic LSRs Received Via IMA Unbundled Loop Aggregate Benchmark	Benchmark	0.95
PO-5A-(c)	FOCs On Time for Fully Electronic LSRs Received Via IMA LNP Benchmark	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
BI-1A	Days
BI-1B	Percent
BI-1C-1	Days
BI-1C-2	Days
BI-2	Percent
BI-3	Percent
BI-4	Percent
BI-5	Percent
CP-1	Days
CP-2	Percent
CP-3	Days
CP-4	Percent
DA-1	Seconds
DB-1A	HrsMins
DB-1B	Seconds
DB-1C	Seconds
DB-2	Percent
GA-1	Percent
GA-2	Percent
GA-3	Percent
GA-4	Percent
GA-6	Percent
GA-7	Percent

PID	Format
MR-10	Percent
MR-11	Percent
MR-2	Percent
MR-3	Percent
MR-4	Percent
MR-5	Percent
MR-6	HrsMins
MR-7	Percent
MR-8	Percent
MR-9	Percent
NI-1	Percent
NP-1	Percent
OP-13	Percent
OP-15	Number
OP-17	Percent
OP-2	Percent
OP-3	Percent
OP-4	Days
OP-5	Percent
OP-6	Days
OP-7	HrsMins
OP-8	Percent
OS-1	Seconds

PID	Format
PO-15	Number
PO-16	Percent
PO-19	Percent
PO-1A	Seconds
PO-1X	Seconds
PO-20	Percent
PO-2	Percent
PO-3A-1	HrsMins
PO-3A-2	MinsSecs
PO-3B-1	HrsMins
PO-3B-2	MinsSecs
PO-3C	HrsMins
PO-3X	HrsMins
PO-4	Percent
PO-5	Percent
PO-6	HrsMins
PO-7	Percent
PO-8	Days
PO-9	Percent