| PID Description | Month | CLEC <br> Numerator | CLEC <br> Denominator | CLEC Result | Standard Deviation | Qwest Numerator | Qwest Denominator | Q Result | Modified Z | Parity |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathrm{BI}-1 \mathrm{~A}$ Time to Provide Usage Records | July 2013 | 5651573 | 2411369 | 2 | 0.49 | 1900281 | 533218 | 4 | -176.99 | (108.60) |
| UNEs and Resale Aggregate Parity | June 2013 | 5593718 | 2378622 | 2 | 0.5 | 1805667 | 484386 | 4 | -181.88 | (111.58) |
|  | May 2013 | 6367286 | 2718100 | 2 | 0.51 | 2031612 | 554971 | 4 | -198.31 | (121.56) |
|  | April 2013 | 6127496 | 2602700 | 2 | 0.54 | 1974436 | 543515 | 4 | -193.94 | (118.91) |
|  | March 2013 | 6055611 | 2577691 | 2 | 0.5 | 1849856 | 510390 | 4 | -185.49 | (113.77) |
|  | February 2013 | 5551901 | 2367692 | 2 | 0.51 | 1509675 | 462471 | 3 | -142.11 | (87.40) |
|  | January 2013 | 6446302 | 2772364 | 2 | 0.49 | 2049575 | 573345 | 4 | -183.46 | (112.53) |
|  | December 2012 | 6166775 | 2637905 | 2 | 0.49 | 1745263 | 550302 | 3 | -144.92 | (89.10) |
|  | November 2012 | 6536383 | 2785188 | 2 | 0.53 | 2729187 | 618506 | 4 | -279.71 | (171.05) |
|  | October 2012 | 6839974 | 2896821 | 2 | 0.52 | 3194887 | 687803 | 5 | -316.08 | (193.17) |
|  | September 2012 | 6350051 | 2710842 | 2 | 0.49 | 2239478 | 587876 | 4 | -220.59 | (135.11) |
|  | August 2012 | 7360486 | 3142671 | 2 | 0.49 | 2378868 | 638389 | 4 | -210.04 | (128.70) |
| $\overline{\mathrm{Bl}-1 \mathrm{~B}}$ Time to Provide Usage Records | July 2013 | 23943169 | 23943189 | 100\% | 0.0009 | 0 | 0 | 0\% | 0.00 | (0.16) |
| Jointly-provided Switched Access | June 2013 | 21393472 | 21393583 | 100\% | 0.0023 | 0 | 0 | 0\% | 0.00 | (0.16) |
| Benchmark 0.95 | May 2013 | 25289627 | 25289635 | 100\% | 0.0006 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | April 2013 | 24442524 | 24442524 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | March 2013 | 23259000 | 23259000 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | February 2013 | 22764214 | 22764683 | 100\% | 0.0045 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | January 2013 | 25511190 | 25511190 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | December 2012 | 23042436 | 23042436 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | November 2012 | 24656038 | 24656044 | 100\% | 0.0005 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | October 2012 | 27280642 | 27280642 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | September 2012 | 23122897 | 23123360 | 100\% | 0.0045 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | August 2012 | 28030563 | 28030572 | 100\% | 0.0006 | 0 | 0 | 0\% | 0.00 | (0.16) |
| BI-1C-1 Time to Provide Usage Records | July 2013 | 23 | 10 | 2 | 0.48 | 1900281 | 533218 | 4 | -0.88 | (1.53) |
| [CAT11] UNEs and Resale Aggregate Parity | June 2013 | 26 | 13 | 2 | 0 | 1805667 | 484386 | 4 | -1.30 | (1.79) |
|  | May 2013 | 36 | 17 | 2 | 0.33 | 2031612 | 554971 | 4 | -1.41 | (1.86) |
|  | April 2013 | 19962 | 8543 | 2 | 0.47 | 1974436 | 543515 | 4 | -26.89 | (17.35) |
|  | March 2013 | 39 | 18 | 2 | 0.38 | 1849856 | 510390 | 4 | -1.38 | (1.84) |
|  | February 2013 | 85 | 38 | 2 | 0.43 | 1509675 | 462471 | 3 | -1.57 | (1.96) |
|  | January 2013 | 16 | 8 | 2 | 0 | 2049575 | 573345 | 4 | -0.95 | (1.58) |
|  | December 2012 | 17 | 8 | 2 | 0.35 | 1745263 | 550302 | 3 | -0.76 | (1.46) |
|  | November 2012 | 53 | 26 | 2 | 0.2 | 2729187 | 618506 | 4 | -2.30 | (2.40) |
|  | October 2012 | 55 | 27 | 2 | 0.19 | 3194887 | 687803 | 5 | -2.52 | (2.53) |
|  | September 2012 | 42 | 20 | 2 | 0.31 | 2239478 | 587876 | 4 | -1.65 | (2.01) |
|  | August 2012 | 58 | 27 | 2 | 0.36 | 2378868 | 638389 | 4 | -1.71 | (2.04) |
| BI-1C-2 Time to Provide Usage Records | July 2013 | 5651550 | 2411359 | 2 | 0.49 | 1900281 | 533218 | 4 | -176.99 | (108.60) |
| [CAT10] UNEs and Resale Aggregate Parity | June 2013 | 5593692 | 2378609 | 2 | 0.5 | 1805667 | 484386 | 4 | -181.88 | (111.58) |
|  | May 2013 | 6367250 | 2718083 | 2 | 0.51 | 2031612 | 554971 | 4 | -198.30 | (121.56) |
|  | April 2013 | 6107534 | 2594157 | 2 | 0.54 | 1974436 | 543515 | 4 | -193.87 | (118.87) |
|  | March 2013 | 6055572 | 2577673 | 2 | 0.5 | 1849856 | 510390 | 4 | -185.49 | (113.77) |
|  | February 2013 | 5551816 | 2367654 | 2 | 0.51 | 1509675 | 462471 | 3 | -142.11 | (87.40) |
|  | January 2013 | 6446286 | 2772356 | 2 | 0.49 | 2049575 | 573345 | 4 | -183.46 | (112.53) |
|  | December 2012 | 6166758 | 2637897 | 2 | 0.49 | 1745263 | 550302 | 3 | -144.92 | (89.10) |
|  | November 2012 | 6536330 | 2785162 | 2 | 0.53 | 2729187 | 618506 | 4 | -279.71 | (171.05) |


|  | October 2012 <br> September 2012 <br> August 2012 | 6839919 | 2896794 | 2 | 0.52 | 3194887 | 687803 | 5 | -316.08 | (193.17) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 6350009 | 2710822 | 2 | 0.49 | 2239478 | 587876 | 4 | -220.59 | (135.11) |
|  |  | 7360428 | 3142644 | 2 | 0.49 | 2378868 | 638389 | 4 | -210.04 | (128.70) |
| BI-2 Invoices Delivered within 10 Days All Parity by Design |  | 1506 | 1506 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 1524 | 1524 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1465 | 1465 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1415 | 1415 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1583 | 1583 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1272 | 1272 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1550 | 1552 | 100\% | 3.59\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1455 | 1455 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1350 | 1350 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1493 | 1493 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1410 | 1410 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1542 | 1543 | 100\% | 2.54\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| BI-3A Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Benchmark 0.98 | July 2013 June 2013 | 2105071 | 2105071 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 1942317 | 1942524 | 100\% | 1.03\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2049836 | 2049836 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2021089 | 2022679 | 100\% | 2.80\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2004632 | 2007161 | 100\% | 3.55\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2166194 | 2166358 | 100\% | 0.87\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2145137 | 2145137 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2185803 | 2185803 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2126671 | 2126678 | 100\% | 0.18\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2221180 | 2221446 | 100\% | 1.10\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  |  | 2218008 | 2218874 | 100\% | 1.98\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  | August 2012 | 2234169 | 2238764 | 100\% | 4.53\% | 0 | 0 | 0\% | 0.00 | (0.05) |
| BI-3B Billing Accuracy - Adjustments for Errors Reciprocal Compensation Benchmark 0.95 | July 2013 | 24456 | 24456 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | June 2013 <br> May 2013 | 20931 | 20931 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 26762 | 26762 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 25931 | 25931 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 23580 | 23580 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 27069 | 27069 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 24869 | 24869 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 25729 | 25729 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 28458 | 28458 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 26383 | 26383 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 26672 | 26672 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | August 2012 | 24448 | 26378 | 93\% | 26.04\% | 0 | 0 | 0\% | 0.00 | 0.07 |
| BI-4A Billing Completeness UNEs and Resale Aggregate Parity | July 2013 | 4387 | 4399 | 100\% | 5.22\% | 73303 | 73895 | 99\% | -3.82 | (3.32) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 | 4740 | 4746 | 100\% | 3.55\% | 74298 | 74749 | 99\% | -4.11 | (3.50) |
| Resale Aggregate Parity |  | 4727 | 4734 | 100\% | 3.84\% | 72973 | 73451 | 99\% | -4.17 | (3.54) |
|  |  | 4867 | 4874 | 100\% | 3.79\% | 76216 | 76628 | 99\% | -3.65 | (3.22) |
|  |  | 4051 | 4057 | 100\% | 3.84\% | 73553 | 74046 | 99\% | -3.95 | (3.40) |
|  |  | 4838 | 4847 | 100\% | 4.31\% | 77259 | 77860 | 99\% | -4.52 | (3.75) |
|  |  | 5187 | 5207 | 100\% | 6.19\% | 69928 | 70698 | 99\% | -4.73 | (3.88) |
|  |  | 5074 | 5090 | 100\% | 5.60\% | 78985 | 79578 | 99\% | -3.47 | (3.11) |
|  |  | 6600 | 6616 | 100\% | 4.91\% | 83215 | 83870 | 99\% | -4.80 | (3.92) |
|  |  | 5604 | 5612 | 100\% | 3.77\% | 80505 | 81032 | 99\% | -4.58 | (3.78) |
|  |  | 5237 | 5242 | 100\% | 3.09\% | 83831 | 84281 | 99\% | -4.23 | (3.57) |
|  |  | 6423 | 6424 | 100\% | 1.25\% | 114136 | 114466 | 100\% | -3.97 | (3.41) |
| BI-4B Billing Completeness Reciprocal Compensation Benchmark 0.95 |  | 24456 | 24456 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 20931 | 20931 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |


|  | May 2013 | 26762 | 26762 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | April 2013 | 25931 | 25931 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | March 2013 | 23580 | 23580 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | February 2013 | 27069 | 27069 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | January 2013 | 24869 | 24869 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | December 2012 | 25729 | 25729 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | November 2012 | 28458 | 28458 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | October 2012 | 26383 | 26383 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | September 2012 | 26672 | 26672 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | August 2012 | 26378 | 26378 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
| BI-5A Billing Accuracy \& Claims Processing | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| - Acknowledgment All Benchmark 0.95 | June 2013 | 139 | 140 | 99\% | 8.42\% | 0 | 0 | 0\% | 0.00 | (0.14) |
|  | May 2013 | 142 | 143 | 99\% | 8.33\% | 0 | 0 | 0\% | 0.00 | (0.14) |
|  | April 2013 | 96 | 99 | 97\% | 17.14\% | 0 | 0 | 0\% | 0.00 | (0.06) |
|  | March 2013 | 122 | 125 | 98\% | 15.30\% | 0 | 0 | 0\% | 0.00 | (0.08) |
|  | February 2013 | 96 | 97 | 99\% | 10.10\% | 0 | 0 | 0\% | 0.00 | (0.13) |
|  | January 2013 | 88 | 91 | 97\% | 17.86\% | 0 | 0 | 0\% | 0.00 | (0.05) |
|  | December 2012 | 86 | 87 | 99\% | 10.66\% | 0 | 0 | 0\% | 0.00 | (0.12) |
|  | November 2012 | 110 | 114 | 96\% | 18.40\% | 0 | 0 | 0\% | 0.00 | (0.05) |
|  | October 2012 | 108 | 109 | 99\% | 9.53\% | 0 | 0 | 0\% | 0.00 | (0.13) |
|  | September 2012 | 153 | 153 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | August 2012 | 110 | 110 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
| BI-5B Billing Accuracy \& Claims Processing | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| -Resolution All Benchmark 0.95 | June 2013 | 92 | 105 | 88\% | 32.94\% | 0 | 0 | 0\% | 0.00 | 0.23 |
|  | May 2013 | 99 | 112 | 88\% | 32.03\% | 0 | 0 | 0\% | 0.00 | 0.21 |
|  | April 2013 | 69 | 71 | 97\% | 16.55\% | 0 | 0 | 0\% | 0.00 | (0.07) |
|  | March 2013 | 84 | 102 | 82\% | 38.12\% | 0 | 0 | 0\% | 0.00 | 0.40 |
|  | February 2013 | 82 | 84 | 98\% | 15.25\% | 0 | 0 | 0\% | 0.00 | (0.08) |
|  | January 2013 | 58 | 59 | 98\% | 12.91\% | 0 | 0 | 0\% | 0.00 | (0.10) |
|  | December 2012 | 57 | 57 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | November 2012 | 62 | 63 | 98\% | 12.50\% | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2012 | 95 | 101 | 94\% | 23.64\% | 0 | 0 | 0\% | 0.00 | 0.03 |
|  | September 2012 | 77 | 79 | 97\% | 15.71\% | 0 | 0 | 0\% | 0.00 | (0.08) |
|  | August 2012 | 130 | 138 | 94\% | 23.37\% | 0 | 0 | 0\% | 0.00 | 0.03 |
| CP-1B Scheduled Interval 91 to 120 | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Calendar Days All Benchmark 120 | June 2013 | 94 | 1 | 94 | 0 | 0 | 0 | 0 | 0.00 | (0.65) |
|  | May 2013 | 114 | 1 | 114 | 0 | 0 | 0 | 0 | 0.00 | (0.15) |
|  | April 2013 | 208 | 2 | 104 | 1.41 | 0 | 0 | 0 | 0.00 | (0.40) |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 202 | 2 | 101 | 33.94 | 0 | 0 | 0 | 0.00 | (0.48) |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 99 | 1 | 99 | 0 | 0 | 0 | 0 | 0.00 | (0.53) |
|  | September 2012 | 62 | 1 | 62 | 0 | 0 | 0 | 0 | 0.00 | (1.45) |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| CP-1C Scheduled Interval 121 to 150 | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Calendar Days All Benchmark 150 | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 118 | 1 | 118 | 0 | 0 | 0 | 0 | 0.00 | (0.64) |
| CP-2B Non-Forcasted \& Late Forecasted Collocations All Benchmark 0.9 | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 1 | 1 | 100\% | 0.00 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 2 | 2 | 100\% | 0.00 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0.00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 2 | 50\% | 0.50 | 0 | 0 | 0\% | 0.00 | 1.33 |
|  |  | 0 | 0 | 0\% | 0.00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 1 | 1 | 100\% | 0.00 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0.00 | 0 | 0 | 0\% | 0.00 | 0.00 |
| CP-2C Collocations with Intervals Longer than 120 Days All Benchmark 0.9 | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2012 <br> July 2013 | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.33) |
| CP-3 Collocation Feasibility Study Interval All Benchmark 10 |  | 9 | 1 | 9 | 0.00\% | 0 | 0 | 0 | 0.00 | (0.30) |
|  | June 2013 | 36 | 4 | 9 | 115.00\% | 0 | 0 | 0 | 0.00 | (0.30) |
|  | May 2013 | 19 | 2 | 10 | 71.00\% | 0 | 0 | 0 | 0.00 | (0.15) |
|  | April 2013 | 10 | 1 | 10 | 0.00\% | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 19 | 2 | 10 | 71.00\% | 0 | 0 | 0 | 0.00 | (0.15) |
|  | February 2013 | 0 | 0 | 0 | 0.00\% | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 17 | 2 | 9 | 71.00\% | 0 | 0 | 0 | 0.00 | (0.45) |
|  | December 2012 | 19 | 2 | 10 | 71.00\% | 0 | 0 | 0 | 0.00 | (0.15) |
|  | November 2012 | 49 | 5 | 10 | 45.00\% | 0 | 0 | 0 | 0.00 | (0.06) |
|  | October 2012 | 0 | 0 | 0 | 0.00\% | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 10 | 1 | 10 | 0.00\% | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 10 | 1 | 10 | 0.00\% | 0 | 0 | 0 | 0.00 | 0.00 |
| CP-4 Collocation Feasibility Study Commitments Met All Benchmark 0.9 | July 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | June 2013 | 4 | 4 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | May 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | April 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | March 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | December 2012 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | November 2012 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |


| DA-1 Speed of Answer - Directory Assistance Parity by Design | July 2013 | 0 | 0 | :00 | 0.00\% | 8.68 | 1 | 12 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | June 2013 | 0 | 0 | :00 | 0.00\% | 8.39 | 1 | :36 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | :00 | 0.00\% | 8.83 | 1 | :12 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | :00 | 0.00\% | 8.36 | 1 | :24 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | :00 | 0.00\% | 8.97 | 1 | :48 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | :00 | 0.00\% | 8.46 | 1 | :24 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | :00 | 0.00\% | 8.17 | 1 | :48 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | :00 | 0.00\% | 8.19 | 1 | :36 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | :00 | 0.00\% | 8.1 | 1 | :00 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | :00 | 0.00\% | 7.71 | 1 | :24 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | :00 | 0.00\% | 8 | 1 | :00 | 0.00 | 0.00 |
|  | August 2012July 2013 | 0 | 0 | :00 | 0.00\% | 8.27 | 1 | :48 | 0.00 | 0.00 |
| DB-1A Time to Update Databases E911 Parity by Design |  | 35.6020833 | 36338 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | June 2013 | 23.5583333 | 27998 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | May 2013 | 23.8104167 | 29468 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | April 2013 | 23.6652778 | 29037 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | March 2013 | 24.6666667 | 28691 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | February 2013 | 25.7979167 | 27204 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | January 2013 | 25.1902778 | 28798 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | December 2012 | 21.5354167 | 24409 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | November 2012 | 27.1993056 | 27757 | 0:01 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | October 2012 | 0 | 33321 | 0:31 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | September 2012 | 29.3895833 | 27173 | 0:02 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
|  | August 2012 | 37.7173611 | 33816 | 0:02 | :00 | 0 | 0 | 0:00 | 0.00 | 0.00 |
| DB-1B Time to Update Databases LIDB Parity by Design | July 2013 | 3839805 | 3724831 | :12 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 4096058 | 3996355 | :48 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 3857145 | 3750589 | :12 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 4134675 | 4013569 | :12 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 4497296 | 4369965 | :12 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 3999210 | 3911001 | :48 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 3738248 | 3624673 | :12 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 3132665 | 3006307 | :36 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 3474289 | 3326457 | :36 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 3300910 | 3176023 | :36 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 3323852 | 3221119 | :12 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 4328907 | 4190805 | :12 | 00:00 | 0 | 0 | :00 | 0.00 | 0.00 |
| DB-1C-1 Time to Update Databases Directory Listing Parity by Design | July 2013 | 14382.46 | 79838 | :12 | :12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 12212.93 | 105009 | :48 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 9968.46 | 79387 | :12 | :12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 7726.68 | 65042 | :48 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 7622.62 | 65565 | :48 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 6467.19 | 55174 | :48 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 9495.12 | 61232 | :24 | :24 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 6128.98 | 51287 | :48 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 7805.02 | 61806 | :12 | :12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 8685.99 | 72062 | :48 | :12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 6900.15 | 61604 | :24 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012July 2013 | 8419.28 | 72480 | :48 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
| DB-2C-1 Accurate Database Updates Directory Listing Parity by Design |  | 78866 | 79647 | 99\% | :50 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 103891 | 104695 | 99\% | :43 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 77790 | 78564 | 99\% | :16 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 63148 | 63933 | 99\% | :33 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 64647 | 65367 | 99\% | :20 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | February 2013 January 2013 December 2012 November 2012 October 2012 September 2012 | 54267 | 54895 | 99\% | :04 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 60453 | 61157 | 99\% | :39 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 50663 | 51231 | 99\% | :46 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 60904 | 61637 | 99\% | :06 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 71088 | 71906 | 99\% | :38 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 60753 | 61509 | 99\% | :41 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 71325 | 72226 | 99\% | :50 | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-1 Gateway Availability - IMA-GUI All Benchmark 0.9925 |  | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 28788 | 28800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 29160 | 29160 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 29520 | 29520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 29880 | 29880 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 27360 | 27360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 28440 | 28440 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 29520 | 29520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 30566 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 28800 | 28800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-1 Gateway Availability - IMA-GUI SIA Benchmark 0.9925 | July 2013 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 28800 | 28800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 29520 | 29520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 29880 | 29880 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 27360 | 27360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 29880 | 29880 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 29520 | 29520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 28800 | 28800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-3 Gateway Availability - EB-TA Benchmark 0.9925 | July 2013 | 86400 | 86400 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 82371 | 82800 | 99\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Benchmark 0.9925 | June 2013 May 2013 | 86400 | 86400 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 83520 | 83520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 85680 | 85680 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 77705 | 77760 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 86400 | 86400 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 85680 | 85680 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 83520 | 83520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 86270 | 86400 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 82800 | 82800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 43200 | 43200 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-4 System Availability - EXACT Benchmark 0.9925 | July 2013June 2013 | 22860 | 22860 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 20700 | 20700 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 22860 | 22860 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 21960 | 21960 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 21600 | 21600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 20160 | 20160 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 22860 | 22860 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 21600 | 21600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 21960 | 21960 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 22860 | 22860 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2012 | 20700 | 20700 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2012 | 22860 | 22860 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-6 Gateway Availability - GUI - Repair | July 2013 | 84360 | 84360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Benchmark 0.9925 | June 2013 | 80017 | 80250 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 84360 | 84360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 81480 | 81480 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 83130 | 83130 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 75665 | 75720 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 84360 | 84360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 83130 | 83130 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 81480 | 81480 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 84140 | 84360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 80250 | 80250 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 42180 | 42180 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-7 Timely Outage Resolution following | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Software Releases GA-7 XML Reporting | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Benchmark 0.95 | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-8 Gateway Availability - IMA-XML GA-8 | July 2013 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| XML Reporting Benchmark 0.9925 | June 2013 | 28788 | 28800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 29160 | 29160 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 29520 | 29520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 29880 | 29880 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 27360 | 27360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 28440 | 28440 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 29520 | 29520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 30566 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 28800 | 28800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related | July 2013 | 3 | 3 | 100\% | 0.00\% | 2 | 4 | 50\% | 1.31 | (0.66) |
| Trouble Reports Basic Rate ISDN Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 1 | 0\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 100\% | 0.00\% | 3 | 7 | 43\% | 1.08 | (1.00) |
|  | February 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 4 | 0\% | 0.00 | (0.49) |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 2 | 2 | 100\% | 0.00\% | 1 | 6 | 17\% | 2.74 | (0.24) |
|  | October 2012 | 0 | 1 | 0\% | 0.00\% | 1 | 8 | 13\% | -0.36 | (1.22) |
|  | September 2012 | 4 | 5 | 80\% | 40.00\% | 5 | 6 | 83\% | -0.15 | (1.09) |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related | July 2013 | 4 | 18 | 22\% | 41.57\% | 499 | 1434 | 35\% | -1.11 | (1.68) |
| Trouble Reports Business Parity | June 2013 | 8 | 16 | 50\% | 50.00\% | 412 | 1254 | 33\% | 1.45 | (0.29) |
|  | May 2013 | 1 | 4 | 25\% | 43.30\% | 463 | 1427 | 32\% | -0.32 | (1.19) |


|  | April 2013 | 0 | 1 | 0\% | 0.00\% | 423 | 1303 | 32\% | -0.69 | (1.42) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | March 2013 | 5 | 10 | 50\% | 50.00\% | 482 | 1359 | 35\% | 0.96 | (0.61) |
|  | February 2013 | 4 | 13 | 31\% | 46.15\% | 424 | 1388 | 31\% | 0.02 | (1.15) |
|  | January 2013 | 6 | 13 | 46\% | 49.85\% | 531 | 1752 | 30\% | 1.24 | (0.43) |
|  | December 2012 | 0 | 9 | 0\% | 0.00\% | 514 | 1681 | 31\% | -1.99 | (2.21) |
|  | November 2012 | 4 | 8 | 50\% | 50.00\% | 602 | 1830 | 33\% | 1.03 | (0.59) |
|  | October 2012 | 2 | 11 | 18\% | 38.57\% | 528 | 1646 | 32\% | -0.98 | (1.60) |
|  | September 2012 | 0 | 6 | 0\% | 0.00\% | 430 | 1226 | 35\% | -1.80 | (2.09) |
|  | August 2012 | 0 | 11 | 0\% | 0.00\% | 532 | 1578 | 34\% | -2.36 | (2.43) |
| MR-10 Customer and Non-CTLQ Related | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trouble Reports Centrex Parity | June 2013 | 0 | 1 | 0\% | 0.00\% | 7 | 29 | 24\% | -0.55 | (1.34) |
|  | May 2013 | 3 | 4 | 75\% | 43.30\% | 8 | 27 | 30\% | 1.85 | (0.27) |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 6 | 33\% | 47.14\% | 5 | 32 | 16\% | 1.10 | (0.69) |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 2 | 3 | 67\% | 47.14\% | 7 | 32 | 22\% | 1.79 | (0.38) |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related | July 2013 | 0 | 10 | 0\% | 0.00\% | 5 | 13 | 38\% | -1.88 | (2.14) |
| Trouble Reports Centrex 21 Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 3 | 0\% | 0.00\% | 6 | 21 | 29\% | -1.02 | (1.62) |
|  | March 2013 | 3 | 11 | 27\% | 44.54\% | 1 | 15 | 7\% | 2.08 | (0.46) |
|  | February 2013 | 2 | 2 | 100\% | 0.00\% | 4 | 13 | 31\% | 1.97 | (0.35) |
|  | January 2013 | 4 | 7 | 57\% | 49.49\% | 5 | 12 | 42\% | 0.66 | (0.89) |
|  | December 2012 | 0 | 1 | 0\% | 0.00\% | 5 | 10 | 50\% | -0.95 | (1.58) |
|  | November 2012 | 0 | 6 | 0\% | 0.00\% | 6 | 15 | 40\% | -1.69 | (2.03) |
|  | October 2012 | 1 | 4 | 25\% | 43.30\% | 6 | 14 | 43\% | -0.64 | (1.39) |
|  | September 2012 | 0 | 1 | 0\% | 0.00\% | 2 | 7 | 29\% | -0.59 | (1.36) |
|  | August 2012 | 2 | 3 | 67\% | 47.14\% | 9 | 20 | 45\% | 0.70 | (0.95) |
| MR-10 Customer and Non-CTLQ Related | July 2013 | 1 | 2 | 50\% | 50.00\% | 46 | 129 | 36\% | 0.42 | (1.14) |
| Trouble Reports DS1 Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 2 | 7 | 29\% | 45.18\% | 40 | 150 | 27\% | 0.11 | (1.16) |
|  | April 2013 | 3 | 5 | 60\% | 48.99\% | 37 | 110 | 34\% | 1.22 | (0.55) |
|  | March 2013 | 2 | 5 | 40\% | 48.99\% | 31 | 93 | 33\% | 0.31 | (1.08) |
|  | February 2013 | 4 | 4 | 100\% | 0.00\% | 59 | 131 | 45\% | 2.18 | 0.03 |
|  | January 2013 | 2 | 2 | 100\% | 0.00\% | 32 | 123 | 26\% | 2.37 | (0.11) |
|  | December 2012 | 3 | 3 | 100\% | 0.00\% | 37 | 137 | 27\% | 2.82 | 0.22 |
|  | November 2012 | 2 | 3 | 67\% | 47.14\% | 59 | 150 | 39\% | 0.96 | (0.76) |
|  | October 2012 | 2 | 6 | 33\% | 47.14\% | 47 | 165 | 28\% | 0.26 | (1.08) |
|  | September 2012 | 1 | 3 | 33\% | 47.14\% | 28 | 118 | 24\% | 0.39 | (1.10) |
|  | August 2012 | 3 | 6 | 50\% | 50.00\% | 38 | 145 | 26\% | 1.30 | (0.49) |
| MR-10 Customer and Non-CTLQ Related | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trouble Reports E911 Parity | June 2013 | 0 | 1 | 0\% | 0.00\% | 76 | 80 | 95\% | -4.33 | (3.63) |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 2 | 0\% | 0.00\% | 70 | 76 | 92\% | -4.77 | (3.90) |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 2 | 0\% | 0.00\% | 61 | 67 | 91\% | -4.44 | (3.70) |


|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0.00\% | 52 | 55 | 95\% | -4.13 | (3.51) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports ISDN Primary Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 2 | 50\% | 50.00\% | 26 | 54 | 48\% | 0.05 | (1.38) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports LIS Trunk Parity | July 2013 | 4 | 5 | 80\% | 40.00\% | 6 | 8 | 75\% | 0.20 | (1.29) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 9 | 10 | 90\% | 30.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 9 | 11 | 82\% | 38.57\% | 3 | 4 | 75\% | 0.27 | (1.21) |
|  |  | 5 | 5 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 11 | 13 | 85\% | 36.08\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 6 | 8 | 75\% | 43.30\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 9 | 11 | 82\% | 38.57\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 22 | 24 | 92\% | 27.64\% | 3 | 4 | 75\% | 0.71 | (0.82) |
|  |  | 7 | 8 | 88\% | 33.07\% | 5 | 5 | 100\% | 0.00 | 0.00 |
|  |  | 8 | 8 | 100\% | 0.00\% | 9 | 10 | 90\% | 0.70 | (1.08) |
|  |  | 13 | 18 | 72\% | 44.79\% | 5 | 10 | 50\% | 1.13 | (0.53) |
|  |  | 14 | 16 | 88\% | 33.07\% | 7 | 7 | 100\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports PBX Parity | July 2013 <br> June 2013 | 2 | 2 | 100\% | 0.00\% | 4 | 13 | 31\% | 1.97 | (0.35) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 1 | 0\% | 0.00\% | 5 | 18 | 28\% | -0.60 | (1.37) |
|  | February 2013 January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 1 | 0\% | 0.00\% | 9 | 25 | 36\% | -0.74 | (1.45) |
|  | November 2012 <br> October 2012 | 0 | 1 | 0\% | 0.00\% | 9 | 23 | 39\% | -0.78 | (1.48) |
|  |  | 1 | 1 | 100\% | 0.00\% | 7 | 22 | 32\% | 1.43 | (0.76) |
|  | September 2012 | 1 | 1 | 100\% | 0.00\% | 7 | 19 | 37\% | 1.28 | (0.85) |
|  | August 2012 | 0 | 1 | 0\% | 0.00\% | 5 | 13 | 38\% | -0.76 | (1.46) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Residence Parity | July 2013 | 1 | 1 | 100\% | 0.00\% | 2253 | 7740 | 29\% | 1.56 | (0.67) |
|  | June 2013 <br> May 2013 | 0 | 3 | 0\% | 0.00\% | 2048 | 7238 | 28\% | -1.09 | (1.66) |
| Trouble Reports Residence Parity |  | 0 | 1 | 0\% | 0.00\% | 2051 | 7438 | 28\% | -0.62 | (1.38) |
|  | April 2013March 2013 | 1 | 2 | 50\% | 50.00\% | 2044 | 7010 | 29\% | 0.65 | (1.00) |
|  |  | 1 | 1 | 100\% | 0.00\% | 2283 | 7525 | 30\% | 1.52 | (0.69) |
|  | March 2013 <br> February 2013 | 0 | 1 | 0\% | 0.00\% | 1926 | 7085 | 27\% | -0.61 | (1.37) |
|  | January 2013 | 0 | 1 | 0\% | 0.00\% | 2369 | 9401 | 25\% | -0.58 | (1.35) |
|  | December 2012 <br> November 2012 | 0 | 1 | 0\% | 0.00\% | 3114 | 10496 | 30\% | -0.65 | (1.39) |
|  |  | 0 | 1 | 0\% | 0.00\% | 3819 | 12376 | 31\% | -0.67 | (1.41) |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 12 | 26 | 46\% | 49.85\% | 2166 | 6987 | 31\% | 1.67 | (0.13) |
|  | August 2012 | 16 | 38 | 42\% | 49.37\% | 2537 | 8513 | 30\% | 1.65 | (0.12) |
| MR-10 Customer and Non-CTLQ Related |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


| Trouble Reports UDIT Above DS1 Level Parity | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 2 | 2 | 100\% | 0.00\% | 2 | 6 | 33\% | 1.73 | (0.52) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 3 | 33\% | 1.22 | (1.00) |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 6 | 0\% | 0.00 | (0.35) |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 2 | 50\% | 0.82 | (1.26) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 2 | 50\% | 50.00\% | 6 | 11 | 55\% | -0.12 | (1.07) |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 5 | 0\% | 0.00 | (0.41) |
|  |  | 3 | 3 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 4 | 25\% | 1.55 | (0.85) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports UDIT DS1 Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 37 | 108 | 34\% | 1.38 | (0.76) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 3 | 0\% | 0.00\% | 32 | 121 | 26\% | -1.03 | (1.62) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 59 | 148 | 40\% | 1.22 | (0.85) |
|  |  | 0 | 1 | 0\% | 0.00\% | 45 | 161 | 28\% | -0.62 | (1.38) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00\% | 37 | 139 | 27\% | 2.33 | (0.13) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 2 Wire Non-Loaded Parity | July 2013 <br> June 2013 | 39 | 71 | 55\% | 49.76\% | 2 | 4 | 50\% | 0.19 | (1.18) |
|  |  | 38 | 59 | 64\% | 47.88\% | 3 | 6 | 50\% | 0.67 | (0.83) |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 54 | 80 | 68\% | 46.84\% | 1 | 4 | 25\% | 1.92 | (0.27) |
|  |  | 65 | 97 | 67\% | 47.02\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  |  | 48 | 76 | 63\% | 48.24\% | 3 | 7 | 43\% | 1.04 | (0.60) |
|  |  | 24 | 44 | 55\% | 49.79\% | 0 | 4 | 0\% | 0.00 | (0.03) |
|  |  | 33 | 70 | 47\% | 49.92\% | 3 | 5 | 60\% | -0.57 | (1.34) |
|  |  | 49 | 83 | 59\% | 49.18\% | 2 | 4 | 50\% | 0.35 | (1.08) |
|  |  | 55 | 102 | 54\% | 49.85\% | 1 | 6 | 17\% | 2.38 | (0.17) |
|  |  | 34 | 55 | 62\% | 48.58\% | 1 | 8 | 13\% | 3.94 | 0.38 |
|  |  | 64 | 95 | 67\% | 46.89\% | 5 | 6 | 83\% | -1.02 | (1.62) |
|  | August 2012 | 64 | 94 | 68\% | 46.61\% | 10 | 16 | 63\% | 0.43 | (0.89) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - ADSL Qualified Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 25 | 47 | 53\% | 49.90\% | 2 | 4 | 50\% | 0.12 | (1.23) |
|  |  | 21 | 41 | 51\% | 49.99\% | 3 | 6 | 50\% | 0.06 | (1.23) |
|  |  | 14 | 27 | 52\% | 49.97\% | 1 | 4 | 25\% | 1.16 | (0.72) |
|  |  | 15 | 24 | 63\% | 48.41\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  |  | 22 | 28 | 79\% | 41.03\% | 3 | 7 | 43\% | 1.71 | (0.16) |
|  |  | 7 | 28 | 25\% | 43.30\% | 0 | 4 | 0\% | 0.00 | (0.77) |
|  |  | 16 | 34 | 47\% | 49.91\% | 3 | 5 | 60\% | -0.55 | (1.34) |
|  |  | 7 | 27 | 26\% | 43.82\% | 2 | 4 | 50\% | -0.90 | (1.55) |
|  |  | 15 | 36 | 42\% | 49.30\% | 1 | 6 | 17\% | 1.52 | (0.58) |
|  |  | 26 | 42 | 62\% | 48.56\% | 1 | 8 | 13\% | 3.87 | 0.35 |
|  |  | 18 | 40 | 45\% | 49.75\% | 5 | 6 | 83\% | -2.35 | (2.43) |
|  |  | 12 | 23 | 52\% | 49.95\% | 10 | 16 | 63\% | -0.66 | (1.40) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - DS1 Capable Parity |  | 27 | 103 | 26\% | 43.98\% | 45 | 122 | 37\% | -1.65 | (2.00) |
|  |  | 24 | 95 | 25\% | 43.45\% | 30 | 92 | 33\% | -1.07 | (1.65) |
|  |  | 38 | 122 | 31\% | 46.31\% | 39 | 144 | 27\% | 0.74 | (0.64) |
|  |  | 7 | 54 | 13\% | 33.59\% | 36 | 106 | 34\% | -2.65 | (2.61) |
|  |  | 23 | 90 | 26\% | 43.62\% | 31 | 88 | 35\% | -1.35 | (1.82) |
|  |  | 24 | 97 | 25\% | 43.15\% | 57 | 127 | 45\% | -3.00 | (2.83) |


|  | January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 15 | 110 | 14\% | 34.32\% | 30 | 118 | 25\% | -2.04 | (2.24) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 31 | 123 | 25\% | 43.42\% | 37 | 133 | 28\% | -0.47 | (1.28) |
|  |  | 28 | 115 | 24\% | 42.92\% | 57 | 145 | 39\% | -2.45 | (2.49) |
|  |  | 32 | 115 | 28\% | 44.81\% | 44 | 154 | 29\% | -0.13 | (1.08) |
|  |  | 33 | 99 | 33\% | 47.14\% | 28 | 112 | 25\% | 1.40 | (0.28) |
|  |  | 32 | 118 | 27\% | 44.46\% | 34 | 139 | 24\% | 0.49 | (0.79) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - DS3 Capable Parity | August 2012 <br> July 2013 <br> June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 1 | 1 | 100\% | 0.00\% | 1 | 3 | 33\% | 1.22 | (1.00) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0.00\% | 4 | 8 | 50\% | -0.94 | (1.57) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - XDSLi Parity |  | 0 | 1 | 0\% | 0.00\% | 46 | 129 | 36\% | -0.74 | (1.45) |
|  | July 2013 <br> June 2013 | 1 | 1 | 100\% | 0.00\% | 31 | 96 | 32\% | 1.44 | (0.73) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 3 | 67\% | 47.14\% | 59 | 131 | 45\% | 0.74 | (0.90) |
|  |  | 0 | 2 | 0\% | 0.00\% | 32 | 123 | 26\% | -0.83 | (1.51) |
|  |  | 0 | 2 | 0\% | 0.00\% | 37 | 137 | 27\% | -0.85 | (1.52) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 4 | 50\% | 50.00\% | 28 | 118 | 24\% | 1.21 | (0.60) |
|  |  | 0 | 2 | 0\% | 0.00\% | 38 | 145 | 26\% | -0.84 | (1.51) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop Analog Parity | July 2013 <br> June 2013 | 123 | 232 | 53\% | 49.91\% | 2752 | 9174 | 30\% | 7.56 | 3.34 |
|  |  | 120 | 278 | 43\% | 49.53\% | 2460 | 8492 | 29\% | 5.13 | 1.97 |
|  | $\begin{aligned} & \text { May } 2013 \\ & \text { April } 2013 \end{aligned}$ | 123 | 249 | 49\% | 50.00\% | 2514 | 8865 | 28\% | 7.26 | 3.15 |
|  |  | 96 | 184 | 52\% | 49.95\% | 2467 | 8313 | 30\% | 6.61 | 2.78 |
|  | April 2013 <br> March 2013 | 98 | 203 | 48\% | 49.97\% | 2765 | 8885 | 31\% | 5.22 | 2.02 |
|  | February 2013 January 2013 December 2012 | 92 | 211 | 44\% | 49.59\% | 2350 | 8473 | 28\% | 5.09 | 1.91 |
|  |  | 112 | 266 | 42\% | 49.37\% | 2900 | 11154 | 26\% | 5.92 | 2.38 |
|  |  | 130 | 320 | 41\% | 49.11\% | 3628 | 12177 | 30\% | 4.18 | 1.44 |
|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 118 | 305 | 39\% | 48.70\% | 4421 | 14206 | 31\% | 2.82 | 0.65 |
|  |  | 109 | 266 | 41\% | 49.18\% | 3363 | 10997 | 31\% | 3.64 | 1.12 |
|  |  | 107 | 243 | 44\% | 49.64\% | 2596 | 8213 | 32\% | 4.11 | 1.39 |
|  |  | 134 | 256 | 52\% | 49.95\% | 3069 | 10091 | 30\% | 7.53 | 3.34 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop ISDN Capable Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0.00\% | 1 | 4 | 25\% | -0.52 | (1.31) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0.00\% | 0 | 4 | 0\% | 0.00 | 0.16 |
|  |  | 2 | 2 | 100\% | 0.00\% | 3 | 5 | 60\% | 0.98 | (0.96) |
|  |  | 1 | 3 | 33\% | 47.14\% | 2 | 4 | 50\% | -0.44 | (1.27) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0.00\% | 1 | 8 | 13\% | -0.36 | (1.22) |
|  |  | 1 | 1 | 100\% | 0.00\% | 5 | 6 | 83\% | 0.41 | (1.65) |


|  | August 2012 <br> July 2013 | 1 | 2 | 50\% | 50.00\% | 10 | 16 | 63\% | -0.34 | (1.21) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| MR-10 Customer and Non-CTLQ Related Trouble Reports UNE - P (POTS) Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 2 | 2 | 100\% | 0.00\% | 2467 | 8313 | 30\% | 2.18 | (0.18) |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-2 Calls Answered within 20 seconds Interconnect Repair Center All Parity |  | 5936 | 7002 | 85\% | 35.93\% | 177602 | 231273 | 77\% | -15.59 | (10.48) |
|  | June 2013 May 2013 | 5800 | 6808 | 85\% | 35.52\% | 156500 | 200343 | 78\% | -13.89 | (9.44) |
|  | May 2013 <br> April 2013 | 5543 | 6760 | 82\% | 38.42\% | 144685 | 204025 | 71\% | -19.74 | (13.00) |
|  |  | 5677 | 6393 | 89\% | 31.54\% | 156226 | 179274 | 87\% | -3.89 | (3.36) |
|  | March 2013 <br> February 2013 | 5003 | 5599 | 89\% | 30.84\% | 151671 | 171316 | 89\% | -1.90 | (2.16) |
|  |  | 4520 | 5140 | 88\% | 32.57\% | 142826 | 163796 | 87\% | -1.56 | (1.95) |
|  | February 2013 January 2013 | 4930 | 5693 | 87\% | 34.07\% | 160496 | 201974 | 79\% | -13.14 | (8.99) |
|  | December 2012 | 4493 | 5333 | 84\% | 36.43\% | 142667 | 173173 | 82\% | -3.52 | (3.14) |
|  | November 2012 | 5066 | 5595 | 91\% | 29.26\% | 160030 | 180800 | 89\% | -4.70 | (3.86) |
|  | October 2012 <br> September 2012 | 6278 | 7321 | 86\% | 34.95\% | 175593 | 210951 | 83\% | -5.66 | (4.44) |
|  |  | 6016 | 6912 | 87\% | 33.59\% | 169458 | 199189 | 85\% | -4.50 | (3.74) |
|  | August 2012 <br> July 2013 | 6712 | 7766 | 86\% | 34.25\% | 196784 | 234327 | 84\% | -5.79 | (4.52) |
| MR-3A Out of Service Cleared within 24 Hours Basic Rate ISDN Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3A Out of Service Cleared within 24 Hours Business Parity | July 2013June 2013 | 0 | 1 | 0\% | 0.00\% | 114 | 201 | 57\% | 1.14 | (0.90) |
|  |  | 0 | 1 | 0\% | 0.00\% | 131 | 185 | 71\% | 1.55 | (0.67) |
|  | June 2013 <br> May 2013 | 0 | 1 | 0\% | 0.00\% | 166 | 215 | 77\% | 1.84 | (0.55) |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013February 2013 | 0 | 2 | 0\% | 0.00\% | 152 | 200 | 76\% | 2.50 | (0.06) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 3 | 33\% | 47.14\% | 154 | 292 | 53\% | 0.67 | (0.94) |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0.00\% | 151 | 250 | 60\% | 1.23 | (0.84) |
|  | October 2012 <br> September 2012 | 2 | 2 | 100\% | 0.00\% | 98 | 179 | 55\% | -1.28 | (1.78) |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3A Out of Service Cleared within 24 Hours Centrex Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2 | 2 | 100\% | 0.00\% | 5 | 8 | 63\% | -0.98 | (1.60) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3A Out of Service Cleared within 24 Hours Centrex 21 Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 3 | 5 | 60\% | -0.75 | (1.45) |
|  |  | 1 | 1 | 100\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 1 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3A Out of Service Cleared within 24 Hours Line Sharing Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 1 | 1 | 100\% | 0.00\% | 1039 | 1480 | 70\% | -0.65 | (1.40) |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 <br> October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012August 2012 | 0 | 1 | 0\% | 0.00\% | 709 | 1328 | 53\% | 1.07 | (0.95) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3A Out of Service Cleared within 24 Hours PBX Parity | $\text { July } 2013$$\text { June } 2013$ | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours PBX Parity | June 2013 <br> May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 8 | 8 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
| MR-3A Out of Service Cleared within 24 Hours Residence Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 100\% | 0.00\% | 805 | 1703 | 47\% | -1.06 | (1.64) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 1 | 0\% | 0.00\% | 614 | 2026 | 30\% | 0.66 | (1.31) |


|  | October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1 | 2 | 50\% | 50.00\% | 611 | 1149 | 53\% | 0.09 | (1.35) |
|  |  | 5 | 10 | 50\% | 50.00\% | 765 | 1310 | 58\% | 0.54 | (0.86) |
| MR-3A Out of Service Cleared within 24 Hours Sub-Loop Unbundling Diagnostic |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3B Out of Service Cleared within 24 Hours Business Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 1 | 0\% | 0.00\% | 30 | 34 | 88\% | 2.70 | (0.35) |
|  | August 2012 | 1 | 1 | 100\% | 0.00\% | 42 | 64 | 66\% | -0.72 | (1.44) |
| MR-3B Out of Service Cleared within 24 Hours Residence Parity | July 2013June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 100\% | 0.00\% | 192 | 292 | 66\% | -0.72 | (1.44) |
|  | August 2012July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3C Out of Service Cleared within 24 Hours Basic Rate ISDN Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 100\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3C Out of Service Cleared within 24 Hours Line Sharing Parity | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | May 2013 | 0 | 1 | 0\% | 0.00\% | 20 | 28 | 71\% | 1.55 | (0.70) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3D Out of Service Cleared within 24 | July 2013 | 26 | 26 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
| Hours Unbundled Loop-2 Wire Non-Loaded | June 2013 | 12 | 12 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
| Parity | May 2013 | 15 | 15 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | April 2013 | 21 | 26 | 81\% | 39.41\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 17 | 17 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 15 | 15 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | January 2013 | 23 | 23 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | December 2012 | 22 | 22 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | November 2012 | 23 | 23 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | October 2012 | 12 | 12 | 100\% | 0.00\% | 7 | 7 | 100\% | 0.00 | 0.00 |
|  | September 2012 | 26 | 26 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | August 2012 | 26 | 26 | 100\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
| MR-3D Out of Service Cleared within 24 | July 2013 | 12 | 12 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
| Hours Unbundled Loop - ADSL Qualified | June 2013 | 7 | 7 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
| Parity | May 2013 | 10 | 10 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | April 2013 | 4 | 4 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 15 | 15 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | January 2013 | 7 | 7 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | December 2012 | 6 | 6 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | November 2012 | 14 | 14 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | October 2012 | 11 | 11 | 100\% | 0.00\% | 7 | 7 | 100\% | 0.00 | 0.00 |
|  | September 2012 | 16 | 16 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | August 2012 | 5 | 5 | 100\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
| MR-3D Out of Service Cleared within 24 | July 2013 | 51 | 54 | 94\% | 22.91\% | 652 | 1369 | 48\% | -6.76 | (5.11) |
| Hours Unbundled Loop Analog Parity | June 2013 | 71 | 74 | 96\% | 19.72\% | 814 | 1234 | 66\% | -5.29 | (4.21) |
|  | May 2013 | 58 | 58 | 100\% | 0.00\% | 1057 | 1503 | 70\% | -4.85 | (3.95) |
|  | April 2013 | 47 | 47 | 100\% | 0.00\% | 867 | 1266 | 68\% | -4.57 | (3.78) |
|  | March 2013 | 53 | 53 | 100\% | 0.00\% | 1121 | 1539 | 73\% | -4.37 | (3.66) |
|  | February 2013 | 53 | 56 | 95\% | 22.52\% | 834 | 1524 | 55\% | -5.89 | (4.58) |
|  | January 2013 | 68 | 74 | 92\% | 27.30\% | 977 | 2015 | 48\% | -7.34 | (5.46) |
|  | December 2012 | 90 | 100 | 90\% | 30.00\% | 686 | 2063 | 33\% | -11.76 | (8.15) |
|  | November 2012 | 59 | 74 | 80\% | 40.20\% | 763 | 2386 | 32\% | -8.67 | (6.27) |
|  | October 2012 | 89 | 90 | 99\% | 10.48\% | 1038 | 1779 | 58\% | -7.61 | (5.63) |
|  | September 2012 | 85 | 89 | 96\% | 20.72\% | 736 | 1358 | 54\% | -7.58 | (5.61) |
|  | August 2012 | 66 | 69 | 96\% | 20.39\% | 946 | 1574 | 60\% | -5.90 | (4.59) |
| MR-3E Out of Service Cleared within 24 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Unbundled Loop-2 Wire Non-Loaded | June 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | May 2013 | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 1 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop Analog Parity |  | 8 | 8 | 100\% | 0.00\% | 241 | 389 | 62\% | -2.19 | (2.33) |
|  | June 2013 | 8 | 8 | 100\% | 0.00\% | 312 | 427 | 73\% | -1.70 | (2.03) |
|  | May 2013 | 7 | 14 | 50\% | 50.00\% | 312 | 408 | 76\% | 2.30 | 0.13 |
|  | April 2013 | 2 | 2 | 100\% | 0.00\% | 247 | 322 | 77\% | -0.78 | (1.47) |
|  | March 2013 | 5 | 5 | 100\% | 0.00\% | 259 | 375 | 69\% | -1.49 | (1.90) |
|  | February 2013 | 4 | 4 | 100\% | 0.00\% | 302 | 378 | 80\% | -1.00 | (1.61) |
|  | January 2013 | 5 | 6 | 83\% | 37.27\% | 237 | 426 | 56\% | -1.36 | (1.82) |
|  | December 2012 | 9 | 9 | 100\% | 0.00\% | 271 | 473 | 57\% | -2.57 | (2.56) |
|  | November 2012 | 9 | 9 | 100\% | 0.00\% | 299 | 577 | 52\% | -2.87 | (2.75) |
|  | October 2012 | 8 | 9 | 89\% | 31.43\% | 279 | 448 | 62\% | -1.63 | (1.99) |
|  | September 2012 | 6 | 6 | 100\% | 0.00\% | 227 | 333 | 68\% | -1.66 | (2.01) |
|  | August 2012 | 5 | 6 | 83\% | 37.27\% | 313 | 494 | 63\% | -1.01 | (1.61) |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable Parity | July 2013June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours Basic Rate ISDN Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


| MR-4A All Troubles Cleared within 48 Hours Business Parity | July 2013 | 7 | 9 | 78\% | 41.57\% | 459 | 569 | 81\% | 0.22 | (1.07) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | June 2013 | 3 | 5 | 60\% | 48.99\% | 482 | 533 | 90\% | 2.30 | (0.14) |
|  | May 2013 | 2 | 3 | 67\% | 47.14\% | 596 | 633 | 94\% | 2.02 | (0.42) |
|  | April 2013 | 1 | 1 | 100\% | 0.00\% | 490 | 541 | 91\% | -0.32 | (1.20) |
|  | March 2013 | 1 | 3 | 33\% | 47.14\% | 493 | 525 | 94\% | 4.37 | 0.38 |
|  | February 2013 | 2 | 2 | 100\% | 0.00\% | 529 | 615 | 86\% | -0.57 | (1.35) |
|  | January 2013 | 6 | 6 | 100\% | 0.00\% | 645 | 772 | 84\% | -1.08 | (1.66) |
|  | December 2012 | 4 | 7 | 57\% | 49.49\% | 497 | 727 | 68\% | 0.64 | (0.83) |
|  | November 2012 | 3 | 3 | 100\% | 0.00\% | 553 | 806 | 69\% | -1.17 | (1.71) |
|  | October 2012 | 5 | 5 | 100\% | 0.00\% | 617 | 684 | 90\% | -0.73 | (1.45) |
|  | September 2012 | 4 | 4 | 100\% | 0.00\% | 423 | 496 | 85\% | -0.83 | (1.50) |
|  | August 2012July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours Centrex Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 1 | 100\% | 0.00\% | 13 | 14 | 93\% | -0.27 | (1.16) |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 10 | 11 | 91\% | -0.30 | (1.18) |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 2 | 100\% | 0.00\% | 11 | 14 | 79\% | -0.69 | (1.42) |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours Centrex 21 Parity | July 2013 | 7 | 9 | 78\% | 41.57\% | 3 | 4 | 75\% | -0.11 | (1.06) |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 3 | 3 | 100\% | 0.00\% | 10 | 10 | 100\% | 0.00 | 0.00 |
|  | March 2013 | 5 | 5 | 100\% | 0.00\% | 9 | 10 | 90\% | -0.61 | (1.37) |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 3 | 3 | 100\% | 0.00\% | 5 | 5 | 100\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 100\% | 0.00\% | 1 | 2 | 50\% | -0.82 | (1.50) |
|  | November 2012 | 6 | 6 | 100\% | 0.00\% | 4 | 6 | 67\% | -1.22 | (1.74) |
|  | October 2012 | 3 | 3 | 100\% | 0.00\% | 7 | 7 | 100\% | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours Line Sharing Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 3996 | 4375 | 91\% | -0.31 | (1.19) |
|  | April 2013 | 0 | 1 | 0\% | 0.00\% | 3527 | 3979 | 89\% | 2.79 | (0.27) |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 100\% | 0.00\% | 4527 | 5801 | 78\% | -0.53 | (1.32) |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 1 | 1 | 100\% | 0.00\% | 4146 | 6946 | 60\% | -0.82 | (1.50) |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 1 | 0\% | 0.00\% | 3157 | 3786 | 83\% | 2.24 | (0.41) |
|  | August 2012 | 2 | 2 | 100\% | 0.00\% | 3998 | 4578 | 87\% | -0.54 | (1.33) |
| MR-4A All Troubles Cleared within 48 Hours Line Splitting Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 4146 | 6946 | 60\% | -0.82 | (1.50) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 1 | 1 | 100\% | 0.00\% | 3998 | 4578 | 87\% | -0.38 | (1.23) |
| MR-4A All Troubles Cleared within 48 Hours PBX Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 100\% | 0.00\% | 8 | 8 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 100\% | 0.00\% | 6 | 9 | 67\% | -0.67 | (1.41) |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012July 2013 | 1 | 1 | 100\% | 0.00\% | 2 | 4 | 50\% | -0.89 | (1.54) |
| MR-4A All Troubles Cleared within 48 Hours Residence Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 2 | 2 | 100\% | 0.00\% | 3078 | 3507 | 88\% | -0.53 | (1.32) |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 3400 | 3742 | 91\% | -0.32 | (1.19) |
|  | April 2013 | 1 | 1 | 100\% | 0.00\% | 3037 | 3438 | 88\% | -0.36 | (1.22) |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 1 | 0\% | 0.00\% | 2903 | 3625 | 80\% | 2.00 | (0.49) |
|  | January 2013 | 1 | 1 | 100\% | 0.00\% | 3882 | 5029 | 77\% | -0.54 | (1.33) |
|  | December 2012 | 0 | 1 | 0\% | 0.00\% | 3143 | 5192 | 61\% | 1.24 | (0.84) |
|  | November 2012 | 1 | 1 | 100\% | 0.00\% | 3593 | 6140 | 59\% | -0.84 | (1.51) |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 8 | 9 | 89\% | 31.43\% | 2734 | 3290 | 83\% | -0.46 | (1.28) |
|  | August 2012 | 17 | 19 | 89\% | 30.69\% | 3442 | 3952 | 87\% | -0.31 | (1.19) |
| MR-4A All Troubles Cleared within 48 Hours Sub-Loop Unbundling Diagnostic | July 2013June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Sub-Loop Unbundling Diagnostic | June 2013 <br> May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 <br> January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | -August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4B All Troubles Cleared within 48 Hours Business Parity |  | 1 | 3 | 33\% | 47.14\% | 142 | 155 | 92\% | 3.61 | 0.20 |
|  | June 2013 | 3 | 3 | 100\% | 0.00\% | 135 | 150 | 90\% | -0.57 | (1.35) |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 100\% | 0.00\% | 121 | 138 | 88\% | -0.37 | (1.23) |
|  | February 2013 | 5 | 5 | 100\% | 0.00\% | 108 | 129 | 84\% | -0.97 | (1.59) |
|  | January 2013 | 0 | 1 | 0\% | 0.00\% | 151 | 191 | 79\% | 1.94 | (0.52) |
|  | December 2012 | 2 | 2 | 100\% | 0.00\% | 154 | 194 | 79\% | -0.72 | (1.44) |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2012 | 1 | 2 | 50\% | 50.00\% | 117 | 123 | 95\% | 2.94 | (0.25) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2012 | 9 | 9 | 100\% | 0.00\% | 167 | 193 | 87\% | -1.16 | (1.70) |
| MR-4B All Troubles Cleared within 48 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Residence Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 3 | 3 | 100\% | 0.00\% | 735 | 903 | 81\% | -0.83 | (1.50) |
|  | August 2012 | 1 | 1 | 100\% | 0.00\% | 960 | 1170 | 82\% | -0.47 | (1.28) |
| MR-4B All Troubles Cleared within 48 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Sub-Loop Unbundling Diagnostic | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4C All Troubles Cleared within 48 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Basic Rate ISDN Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 100\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4C All Troubles Cleared within 48 | July 2013 | 1 | 1 | 100\% | 0.00\% | 103 | 107 | 96\% | -0.20 | (1.12) |
| Hours Business Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 100\% | 0.00\% | 95 | 96 | 99\% | -0.10 | (1.06) |
|  | February 2013 | 1 | 1 | 100\% | 0.00\% | 92 | 95 | 97\% | -0.18 | (1.11) |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 2 | 2 | 100\% | 0.00\% | 103 | 106 | 97\% | -0.24 | (1.15) |
| MR-4C All Troubles Cleared within 48 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Centrex Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 2 | 100\% | 0.00\% | 9 | 9 | 100\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4C All Troubles Cleared within 48 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Centrex 21 Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 2 | 2 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4C All Troubles Cleared within 48 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Line Sharing Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 421 | 428 | 98\% | -0.13 | (1.08) |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 100\% | 0.00\% | 467 | 485 | 96\% | -0.20 | (1.12) |
|  | August 2012 | 2 | 2 | 100\% | 0.00\% | 665 | 678 | 98\% | -0.20 | (1.12) |
| MR-4C All Troubles Cleared within 48 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Line Splitting Parity | June 2013 | 1 | 1 | 100\% | 0.00\% | 417 | 429 | 97\% | -0.17 | (1.10) |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4C All Troubles Cleared within 48 | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours PBX Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 1 | 1 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4C All Troubles Cleared within 48 Hours Residence Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 | 2 | 2 | 100\% | 0.00\% | 562 | 572 | 98\% | -0.19 | (1.11) |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity |  | 32 | 32 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 20 | 20 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | May 2013 | 23 | 23 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | April 2013 | 31 | 31 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 25 | 25 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 19 | 19 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | January 2013 | 35 | 35 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | December 2012 | 33 | 33 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | November 2012 | 46 | 47 | 98\% | 14.43\% | 3 | 3 | 100\% | 0.00 | (1.95) |
|  | October 2012 | 17 | 17 | 100\% | 0.00\% | 7 | 7 | 100\% | 0.00 | 0.00 |
|  | September 2012 | 31 | 31 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 29 | 29 | 100\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity |  | 21 | 21 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 18 | 18 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 12 | 12 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 8 | 8 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 6 | 6 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 21 | 21 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 16 | 16 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 19 | 19 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 21 | 21 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 16 | 16 | 100\% | 0.00\% | 7 | 7 | 100\% | 0.00 | 0.00 |
|  |  | 22 | 22 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 11 | 11 | 100\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi Parity |  | 1 | 1 | 100\% | 0.00\% | 35 | 35 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 38 | 38 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 56 | 56 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 59 | 59 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00\% | 35 | 35 | 100\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00\% | 44 | 44 | 100\% | 0.00 | 0.00 |
| MR-4D All Troubles Cleared within 48 |  | 97 | 99 | 98\% | 14.07\% | 3575 | 4692 | 76\% | -5.04 | (4.06) |


| \|Hours Unbundled Loop Analog Parity | June 2013 | 144 | 144 | 100\% | 0.00\% | 3895 | 4383 | 89\% | -4.18 | (3.54) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | May 2013 | 99 | 99 | 100\% | 0.00\% | 4352 | 4736 | 92\% | -2.93 | (2.78) |
|  | April 2013 | 84 | 84 | 100\% | 0.00\% | 3882 | 4337 | 90\% | -3.11 | (2.89) |
|  | March 2013 | 87 | 89 | 98\% | 14.82\% | 4194 | 4597 | 91\% | -2.15 | (2.31) |
|  | February 2013 | 104 | 106 | 98\% | 13.61\% | 3793 | 4607 | 82\% | -4.21 | (3.56) |
|  | January 2013 | 136 | 137 | 99\% | 8.51\% | 4956 | 6240 | 79\% | -5.68 | (4.46) |
|  | December 2012 | 164 | 174 | 94\% | 23.27\% | 4018 | 6309 | 64\% | -8.27 | (6.03) |
|  | November 2012 | 164 | 169 | 97\% | 16.94\% | 4591 | 7404 | 62\% | -9.28 | (6.64) |
|  | October 2012 | 146 | 146 | 100\% | 0.00\% | 5029 | 5719 | 88\% | -4.42 | (3.69) |
|  | September 2012 | 124 | 126 | 98\% | 12.50\% | 3549 | 4192 | 85\% | -4.22 | (3.57) |
|  | August 2012 | 112 | 113 | 99\% | 9.37\% | 4529 | 5120 | 88\% | -3.51 | (3.13) |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 1 | 1 | 100\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 1 | 1 | 100\% | 0.00\% | 35 | 35 | 100\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1 | 1 | 100\% | 0.00\% | 41 | 41 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity |  | 10 | 10 | 100\% | 0.00\% | 1199 | 1382 | 87\% | -1.23 | (1.75) |
|  | June 2013 | 14 | 14 | 100\% | 0.00\% | 1168 | 1307 | 89\% | -1.28 | (1.78) |
|  | May 2013 | 17 | 27 | 63\% | 48.29\% | 1117 | 1283 | 87\% | 3.69 | 0.79 |
|  | April 2013 | 4 | 4 | 100\% | 0.00\% | 1026 | 1200 | 86\% | -0.82 | (1.50) |
|  | March 2013 | 16 | 16 | 100\% | 0.00\% | 990 | 1188 | 83\% | -1.78 | (2.08) |
|  | February 2013 | 13 | 13 | 100\% | 0.00\% | 970 | 1133 | 86\% | -1.47 | (1.89) |
|  | January 2013 | 17 | 17 | 100\% | 0.00\% | 1140 | 1503 | 76\% | -2.31 | (2.41) |
|  | December 2012 | 16 | 16 | 100\% | 0.00\% | 1391 | 1813 | 77\% | -2.19 | (2.33) |
|  | November 2012 | 18 | 18 | 100\% | 0.00\% | 1455 | 1942 | 75\% | -2.44 | (2.49) |
|  | October 2012 | 10 | 11 | 91\% | 28.75\% | 1254 | 1559 | 80\% | -0.87 | (1.53) |
|  | September 2012 | 10 | 10 | 100\% | 0.00\% | 927 | 1105 | 84\% | -1.38 | (1.84) |
|  | August 2012 | 9 | 9 | 100\% | 0.00\% | 1261 | 1499 | 84\% | -1.30 | (1.79) |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity | July 2013 June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 <br> October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5A All Troubles Cleared within 4 Hours DS1 Parity | July 2013 <br> June 2013 | 1 | 1 | 100\% | 0.00\% | 28 | 35 | 80\% | -0.49 | (1.30) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| DS1 Parity | June 2013 May 2013 | 4 | 4 | 100\% | 0.00\% | 51 | 55 | 93\% | -0.54 | (1.33) |
|  | April 2013March 2013 | 2 | 2 | 100\% | 0.00\% | 24 | 28 | 86\% | -0.56 | (1.34) |
|  |  | 3 | 3 | 100\% | 0.00\% | 37 | 39 | 95\% | -0.39 | (1.24) |
|  | February 2013January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 1 | 1 | 100\% | 0.00\% | 33 | 40 | 83\% | -0.45 | (1.28) |
|  | October 2012 <br> September 2012 | 3 | 3 | 100\% | 0.00\% | 37 | 43 | 86\% | -0.67 | (1.41) |
|  |  | 2 | 2 | 100\% | 0.00\% | 31 | 35 | 89\% | -0.49 | (1.30) |
|  | August 2012 | 3 | 3 | 100\% | 0.00\% | 34 | 44 | 77\% | -0.91 | (1.55) |
| MR-5A All Troubles Cleared within 4 Hours E911 Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 2 | 2 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 100\% | 0.00\% | 5 | 5 | 100\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |


|  | August 2012 <br> July 2013 <br> June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| MR-5A All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable Parity |  | 23 | 30 | 77\% | 42.30\% | 23 | 30 | 77\% | 0.00 | (1.00) |
|  |  | 40 | 46 | 87\% | 33.68\% | 24 | 33 | 73\% | -1.40 | (1.85) |
|  | May 2013 | 25 | 30 | 83\% | 37.27\% | 50 | 54 | 93\% | 1.55 | (0.42) |
|  | April 2013 | 39 | 47 | 83\% | 37.58\% | 22 | 26 | 85\% | 0.19 | (1.10) |
|  | March 2013 | 40 | 48 | 83\% | 37.27\% | 37 | 39 | 95\% | 2.43 | (0.18) |
|  | February 2013 | 38 | 47 | 81\% | 39.35\% | 34 | 37 | 92\% | 1.84 | (0.32) |
|  | January 2013 | 32 | 42 | 76\% | 42.59\% | 44 | 54 | 81\% | 0.66 | (0.77) |
|  | December 2012 | 40 | 53 | 75\% | 43.03\% | 35 | 53 | 66\% | -1.03 | (1.62) |
|  | November 2012 | 58 | 73 | 79\% | 40.41\% | 32 | 38 | 84\% | 0.65 | (0.80) |
|  | October 2012 | 41 | 46 | 89\% | 31.13\% | 35 | 41 | 85\% | -0.50 | (1.30) |
|  | September 2012 | 34 | 39 | 87\% | 33.43\% | 26 | 30 | 87\% | -0.06 | (1.04) |
|  | August 2012 <br> July 2013 | 38 | 43 | 88\% | 32.06\% | 30 | 39 | 77\% | -1.23 | (1.75) |
| MR-5A All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS3 Capable Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 1 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 3 | 3 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5A All Troubles Cleared within 4 Hours LIS Trunk Parity | July 2013 | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 2 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 December 2012 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | November 2012 <br> October 2012 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 <br> August 2012 | 2 | 2 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5A All Troubles Cleared within 4 Hours UDIT DS1 Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| UDIT DS1 Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 100\% | 0.00\% | 35 | 41 | 85\% | -0.41 | (1.25) |
|  | September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5A All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable Parity | July 2013 | 46 | 66 | 70\% | 45.96\% | 23 | 29 | 79\% | 1.07 | (0.57) |
|  | June 2013 | 50 | 59 | 85\% | 35.95\% | 24 | 33 | 73\% | -1.24 | (1.75) |
|  | May 2013 | 54 | 68 | 79\% | 40.43\% | 48 | 51 | 94\% | 3.37 | 0.25 |
|  | April 2013 | 31 | 42 | 74\% | 43.97\% | 22 | 25 | 88\% | 1.73 | (0.35) |


|  | March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 45 | 53 | 85\% | 35.80\% | 32 | 34 | 94\% | 1.78 | (0.41) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 50 | 66 | 76\% | 42.85\% | 32 | 36 | 89\% | 2.02 | (0.18) |
|  |  | 70 | 83 | 84\% | 36.34\% | 43 | 53 | 81\% | -0.47 | (1.28) |
|  |  | 61 | 85 | 72\% | 45.01\% | 37 | 56 | 66\% | -0.70 | (1.42) |
|  |  | 54 | 77 | 70\% | 45.77\% | 32 | 38 | 84\% | 1.95 | (0.13) |
|  |  | 54 | 65 | 83\% | 37.50\% | 30 | 36 | 83\% | 0.03 | (1.16) |
|  |  | 47 | 58 | 81\% | 39.20\% | 25 | 29 | 86\% | 0.66 | (0.83) |
|  |  | 67 | 77 | 87\% | 33.62\% | 32 | 42 | 76\% | -1.32 | (1.81) |
| MR-5A All Troubles Cleared within 4 Hours Unbundled Loop - DS3 Capable Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 2 | 4 | 50\% | -0.89 | (1.54) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5B All Troubles Cleared within 4 Hours DS1 Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 1 | 0\% | 0.00\% | 46 | 55 | 84\% | 2.24 | (0.44) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 55 | 75 | 73\% | -0.60 | (1.36) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5B All Troubles Cleared within 4 Hours E911 Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5B All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable Parity |  | 6 | 8 | 75\% | 43.30\% | 40 | 48 | 83\% | 0.59 | (0.91) |
|  |  | 18 | 23 | 78\% | 41.25\% | 17 | 29 | 59\% | -1.43 | (1.87) |
|  |  | 16 | 18 | 89\% | 31.43\% | 46 | 55 | 84\% | -0.52 | (1.32) |
|  |  | 8 | 12 | 67\% | 47.14\% | 34 | 45 | 76\% | 0.64 | (0.83) |
|  |  | 19 | 22 | 86\% | 34.32\% | 20 | 23 | 87\% | 0.06 | (1.23) |
|  |  | 9 | 12 | 75\% | 43.30\% | 27 | 34 | 79\% | 0.32 | (1.03) |
|  |  | 10 | 13 | 77\% | 42.13\% | 29 | 35 | 83\% | 0.48 | (0.94) |
|  |  | 15 | 18 | 83\% | 37.27\% | 30 | 41 | 73\% | -0.81 | (1.49) |
|  |  | 14 | 17 | 82\% | 38.12\% | 36 | 51 | 71\% | -0.92 | (1.56) |


|  | October 2012 <br> September 2012 <br> August 2012 | 13 | 18 | 72\% | 44.79\% | 55 | 75 | 73\% | 0.10 | (1.10) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 7 | 11 | 64\% | 48.10\% | 43 | 55 | 78\% | 1.07 | (0.59) |
|  |  | 9 | 15 | 60\% | 48.99\% | 48 | 63 | 76\% | 1.32 | (0.42) |
| MR-5B All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS3 Capable Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5B All Troubles Cleared within 4 Hours ISDN Primary Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 14 | 19 | 74\% | -0.58 | (1.35) |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5B All Troubles Cleared within 4 Hours LIS Trunk Parity | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 1 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 1 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 3 | 3 | 100\% | 0.00\% | 2 | 3 | 67\% | -0.87 | (1.53) |
|  | August 2012 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| UDIT Above DS1 Level Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 October 2012 | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5B All Troubles Cleared within 4 Hours UDIT DS1 Parity | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 3 | 0\% | 0.00\% | 29 | 35 | 83\% | 3.65 | 0.42 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5B All Troubles Cleared within 4 Hours | July 2013 | 7 | 10 | 70\% | 45.83\% | 40 | 48 | 83\% | 1.03 | (0.65) |
| Unbundled Loop - DS1 Capable Parity | June 2013 | 11 | 12 | 92\% | 27.64\% | 17 | 29 | 59\% | -1.95 | (2.19) |
|  | May 2013 | 11 | 16 | 69\% | 46.35\% | 45 | 54 | 83\% | 1.37 | (0.43) |
|  | April 2013 | 4 | 5 | 80\% | 40.00\% | 34 | 45 | 76\% | -0.22 | (1.13) |
|  | March 2013 | 11 | 14 | 79\% | 41.03\% | 20 | 23 | 87\% | 0.73 | (0.86) |
|  | February 2013 | 6 | 7 | 86\% | 34.99\% | 27 | 34 | 79\% | -0.38 | (1.23) |
|  | January 2013 | 11 | 12 | 92\% | 27.64\% | 29 | 35 | 83\% | -0.70 | (1.42) |
|  | December 2012 | 7 | 7 | 100\% | 0.00\% | 30 | 40 | 75\% | -1.41 | (1.86) |
|  | November 2012 | 9 | 10 | 90\% | 30.00\% | 35 | 50 | 70\% | -1.26 | (1.77) |
|  | October 2012 | 14 | 18 | 78\% | 41.57\% | 54 | 74 | 73\% | -0.41 | (1.25) |
|  | September 2012 | 8 | 8 | 100\% | 0.00\% | 43 | 55 | 78\% | -1.40 | (1.85) |
|  | August 2012 | 9 | 9 | 100\% | 0.00\% | 48 | 63 | 76\% | -1.57 | (1.95) |
| MR-6A Mean Time to Restore Basic Rate | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| ISDN Parity | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0.33819444 | 1 | 34\% | 0.00\% | 0.111111111 | 1 | 11\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-6A Mean Time to Restore Business | July 2013 | 12.5236111 | 9 | 139\% | 113.75\% | 0 | 569 | 136\% | 0.09 | (0.87) |
| Parity | June 2013 | 10.7138889 | 5 | 214\% | 239.79\% | 0 | 533 | 94\% | 2.97 | 0.24 |
|  | May 2013 | 6.19791667 | 3 | 207\% | 77.08\% | 0 | 633 | 89\% | 2.19 | 0.30 |
|  | April 2013 | 0.51180556 | 1 | 51\% | 0.00\% | 0 | 541 | 94\% | -0.48 | (1.29) |
|  | March 2013 | 7.00069444 | 3 | 233\% | 146.18\% | 0 | 524 | 91\% | 2.59 | 0.06 |
|  | February 2013 | 0.24513889 | 2 | 12\% | 11.67\% | 0 | 615 | 112\% | -1.13 | (1.69) |
|  | January 2013 | 5.13888889 | 6 | 86\% | 40.69\% | 0 | 772 | 126\% | -0.84 | (1.51) |
|  | December 2012 | 16.0145833 | 7 | 229\% | 232.71\% | 0 | 726 | 169\% | 1.16 | (0.27) |
|  | November 2012 | 0.72430556 | 3 | 24\% | 8.06\% | 0 | 806 | 168\% | -1.97 | (2.19) |
|  | October 2012 | 3.97847222 | 5 | 80\% | 36.88\% | 0 | 684 | 100\% | -0.58 | (1.35) |
|  | September 2012 | 2.06736111 | 4 | 52\% | 43.26\% | 0 | 495 | 118\% | -1.10 | (1.67) |
|  | August 2012 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-6A Mean Time to Restore Centrex | July 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Parity | June 2013 | 0.46041667 | 1 | 11:03 | 0.00\% | 13.51875 | 14 | 23:10 | -1.01 | (1.61) |
|  | May 2013 | 1.00347222 | 1 | 00:05 | 0.00\% | 12.92152778 | 11 | 04:12 | -0.25 | (1.15) |
|  | April 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | February 2013 | 1.675 | 2 | 20:06 | 7.36\% | 16.19513889 | 14 | 03:46 | -0.43 | (1.26) |
|  | January 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |



| MR-6A Mean Time to Restore Residence Parity | July 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | June 2013 | 2.10972222 | 2 | 01:19 | 120.21\% | 0 | 3506 | 03:21 | -0.07 | (1.04) |
|  | May 2013 | 1.80555556 | 1 | 19:20 | 0.00\% | 0 | 3741 | 00:36 | 0.89 | (0.33) |
|  | April 2013 | 1.99236111 | 1 | 23:49 | 0.00\% | 0 | 3438 | 03:01 | 0.68 | (0.29) |
|  | March 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | February 2013 | 2.92638889 | 1 | 22:14 | 0.00\% | 0 | 3624 | 08:14 | 1.19 | (0.14) |
|  | January 2013 | 0.86944444 | 1 | 20:52 | 0.00\% | 0 | 5029 | 12:18 | -0.33 | (1.20) |
|  | December 2012 | 2.86180556 | 1 | 20:41 | 0.00\% | 0 | 5192 | 21:57 | 0.62 | (0.53) |
|  | November 2012 | 1.99722222 | 1 | 23:56 | 0.00\% | 0 | 6136 | 01:43 | -0.01 | (1.00) |
|  | October 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2012 | 9.46805556 | 9 | 01:15 | 81.11\% | 0 | 3289 | 07:19 | -0.57 | (1.34) |
|  | August 2012 <br> July 2013 | 17.7173611 | 19 | 22:23 | 67.01\% | 0 | 3950 | 04:18 | -1.01 | (1.61) |
| MR-6A Mean Time to Restore Sub-Loop Unbundling Diagnostic |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0.13611111 | 1 | 03:16 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6B Mean Time to Restore Business Parity | July 2013 <br> June 2013 | 6.88263889 | 3 | 07:04 | 193.26\% | 121.1069444 | 154 | 18:52 | 3.53 | 0.67 |
|  |  | 2.93333333 | 3 | 23:28 | 8.75\% | 120.2888889 | 150 | 19:15 | 0.38 | (0.67) |
|  | May 2013 <br> April 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 <br> January 2013 <br> December 2012 | 0.76527778 | 1 | 18:22 | 0.00\% | 146.1986111 | 138 | 01:26 | -0.28 | (1.17) |
|  |  | 4.25694444 | 5 | 20:26 | 0.90\% | 133.9111111 | 128 | 01:06 | -0.40 | (1.24) |
|  |  | 3.79375 | 1 | 19:03 | 0.00\% | 244.2972222 | 191 | 06:42 | 1.91 | (0.18) |
|  |  | 0.11805556 | 1 | 02:50 | 0.00\% | 245.8180556 | 194 | 06:25 | -0.73 | (1.44) |
|  | November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 4.80555556 | 2 | 09:40 | 215.49\% | 88.75277778 | 123 | 17:19 | 3.15 | 0.37 |
|  | August 2012 | 7.28333333 | 9 | 19:25 | 46.74\% | 241.1506944 | 192 | 06:09 | -0.29 | (1.18) |
| MR-6B Mean Time to Restore Residence Parity |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Parity | June 2013 <br> May 2013 <br> April 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 3.57569444 | 3 | 04:36 | 62.08\% | 0 | 903 | 07:44 | -0.10 | (1.06) |
|  | August 2012 | 0.92777778 | 1 | 22:16 | 0.00\% | 0 | 1168 | 05:21 | -0.18 | (1.11) |
| MR-6B Mean Time to Restore Sub-Loop Unbundling Diagnostic | July 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 | 1.11458333 | 1 | 02:45 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |



|  | September 2012 August 2012 <br> July 2013 | 0.96041667 | 1 | 23:03 | 0.00\% | 148.4666667 | 318 | 11:12 | 0.55 | (0.26) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1.34791667 | 2 | 16:10 | 32.92\% | 168.0854167 | 433 | 09:19 | 0.67 | (0.45) |
| MR-6C Mean Time to Restore Line Splitting Parity |  | July 2013 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0.65833333 | 1 | 15:48 | 0.00\% | 127.4868056 | 267 | 11:28 | 0.21 | (0.62) |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6C Mean Time to Restore PBX Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.00416667 | 1 | 00:06 | 0.00\% | 0.408333333 | 3 | 03:16 | -2.14 | (2.30) |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore Dark Fiber IOF Parity | July 2013 <br> June 2013 <br> May 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 | 0.07847222 | 1 | 01:53 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 <br> January 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0.18125 | 1 | 04:21 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore Dark Fiber Loop Parity |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Loop Parity |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2012 | 0.38680556 | 1 | 09:17 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2012 <br> August 2012 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore DS1 Parity | July 2013June 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 | 0.28055556 | 4 | 01:41 | 3.13\% | 4.422916667 | 43 | 02:28 | -0.94 | (1.57) |


|  | April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0.23680556 | 2 | 02:50 | 0.63\% | 3.270833333 | 22 | 03:34 | -0.26 | (1.16) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0.26319444 | 3 | 02:06 | 4.65\% | 3.286111111 | 32 | 02:28 | -0.44 | (1.27) |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.10625 | 1 | 02:33 | 0.00\% | 4.141666667 | 33 | 03:01 | -0.21 | (1.13) |
|  |  | 0.05277778 | 2 | 00:38 | 2.29\% | 4.761805556 | 35 | 03:16 | -1.05 | (1.64) |
|  |  | 0.1125 | 2 | 01:21 | 1.94\% | 3.526388889 | 29 | 02:55 | -1.11 | (1.68) |
|  |  | 0.32569444 | 3 | 02:36 | 3.06\% | 5.095833333 | 35 | 03:30 | -0.60 | (1.37) |
| MR-6D Mean Time to Restore E911 Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.19583333 | 2 | 02:21 | 0.006944444 | 0.022222222 | 1 | 00:32 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.04930556 | 1 | 01:11 | 0 | 0.215277778 | 4 | 01:18 | -0.05 | (1.03) |
|  | November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.00277778 | 1 | 00:04 | 0 | 0.020833333 | 1 | 00:30 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity | July 2013June 2013 | 4.62430556 | 30 | 03:42 |  | 3.761805556 | 24 | 03:46 | -0.08 | (1.05) |
|  |  | 6.60763889 | 46 | 03:27 | $0.189583333$ | 4.240972222 | 27 | 03:46 | -0.40 | (1.24) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 3.89791667 | 30 | 03:07 | 0.121527778 | 4.338194444 | 42 | 02:29 | 1.65 | (0.11) |
|  |  | 5.40347222 | 47 | 02:46 | 0.0875 | 3.127777778 | 21 | 03:34 | -0.81 | (1.49) |
|  |  | 5.20972222 | 46 | 02:43 | 0.077777778 | 3.286111111 | 32 | 02:28 | 0.82 | (0.49) |
|  |  | 6.45 | 47 | 03:18 | 0.145833333 | 3.985416667 | 31 | 03:05 | 0.39 | (0.79) |
|  |  | 6.11319444 | 41 | 03:35 | 0.120138889 | 6.259722222 | 47 | 03:12 | 0.68 | (0.50) |
|  |  | 7.44791667 | 52 | 03:26 | 0.109027778 | 7.452777778 | 46 | 03:53 | -0.79 | (1.48) |
|  |  | 10.6798611 | 72 | 03:34 | 0.157638889 | 3.966666667 | 32 | 02:59 | 1.23 | (0.50) |
|  |  | 4.76944444 | 45 | 02:33 | 0.061111111 | 4.594444444 | 33 | 03:20 | -0.98 | (1.60) |
|  |  | 4.62569444 | 38 | 02:55 | 0.156944444 | 3.238194444 | 25 | 03:07 | -0.37 | (1.23) |
|  |  | 5.26041667 | 41 | 03:05 | 0.175 | 4.540277778 | 31 | 03:31 | -0.73 | (1.44) |
| MR-6D Mean Time to Restore Enhanced Extended Loops - DS3 Capable Diagnostic | July 2013 <br> June 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | February 2013 <br> January 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | December 2012 | 0.16111111 | 1 | 03:52 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.56666667 | 1 | 13:36 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2012 | 0.34583333 | 3 | 02:46 | 0.058333333 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore LIS Trunk Parity | July 2013June 2013 | 0.13541667 | 1 | 03:15 | 0 | 0.065277778 | 1 | 01:34 | 0.00 | 0.00 |
|  |  | 0.01875 | 1 | 00:27 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 | 0.02986111 | 1 | 00:43 | 0 | 0.042361111 | 1 | 01:01 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013February 2013 | 1.35277778 | 2 | 16:14 | 0.523611111 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.04097222 | 1 | 00:59 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0.07916667 | 1 | 01:54 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0.07361111 | 1 | 01:46 | 0 | 0.001388889 | 1 | 00:02 | 0.00 | 0.00 |


|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0.00625 | 1 | 00:09 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.00694444 | 2 | 00:05 | 0.000694444 | 0.077777778 | 2 | 00:56 | -2.25 | (2.37) |
|  |  | 0.00416667 | 1 | 00:06 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore UDIT DS1 Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.06805556 | 1 | 01:38 | 0 | 4.594444444 | 33 | 03:20 | -0.48 | (1.29) |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded Parity | July 2013 <br> June 2013 | 7.68333333 | 32 | 05:46 | 0.238194444 | 0.2125 | 2 | 02:33 | 3.67 | (0.98) |
|  |  | 3.56805556 | 20 | 04:17 | 0.201388889 | 0.265972222 | 3 | 02:08 | 3.28 | (0.66) |
|  | May 2013 <br> April 2013 | 3.21041667 | 23 | 03:21 | 0.083333333 | 0.251388889 | 1 | 06:02 | 0.00 | 0.00 |
|  |  | 11.4083333 | 31 | 08:50 | 0.45 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 2.76458333 | 25 | 02:39 | 0.094444444 | 0.714583333 | 4 | 04:17 | -6.59 | (5.01) |
|  |  | 2.40486111 | 19 | 03:02 | 0.094444444 | 0.453472222 | 4 | 02:43 | 0.36 | (1.05) |
|  | January 2013 December 2012 | 7.01041667 | 35 | 04:48 | 0.125694444 | 0.145138889 | 2 | 01:45 | 7.02 | (0.26) |
|  |  | 4.42916667 | 33 | 03:13 | 0.104166667 | 0.9 | 2 | 10:48 | -1.01 | (1.62) |
|  | November 2012 <br> October 2012 | 10.5618056 | 47 | 05:24 | 0.363888889 | 0.349305556 | 3 | 02:48 | 4.02 | (0.78) |
|  |  | 2.38819444 | 17 | 03:22 | 0.071527778 | 0.315972222 | 2 | 03:47 | -0.36 | (1.22) |
|  | September 2012 August 2012 | 4.57013889 | 31 | 03:32 | 0.116666667 | 0.111111111 | 1 | 02:40 | 0.00 | 0.00 |
|  |  | 3.99652778 | 29 | 03:18 | 0.065277778 | 0.121527778 | 2 | 01:28 | 1.90 | (0.27) |
| MR-6D Mean Time to Restore Unbundled Loop - ADSL Qualified Parity | July 2013June 2013 | 3.28541667 | 21 | 03:45 | 0.103472222 | 0.2125 | 2 | 02:33 | 1.35 | (0.74) |
|  |  | 2.81458333 | 18 | 03:45 | 0.072916667 | 0.265972222 | 3 | 02:08 | 2.45 | (0.29) |
|  | June 2013 | 2.04722222 | 12 | 04:06 | 0.167361111 | 0.251388889 | 1 | 06:02 | 0.00 | 0.00 |
|  | April 2013 | 1.21597222 | 8 | 03:39 | 0.102083333 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0.73472222 | 6 | 02:56 | 0.102777778 | 0.714583333 | 4 | 04:17 | -4.54 | (3.76) |
|  |  | 3.63541667 | 21 | 04:09 | 0.095833333 | 0.453472222 | 4 | 02:43 | 1.64 | (0.59) |
|  | February 2013 January 2013 | 2.20625 | 16 | 03:19 | 0.064583333 | 0.145138889 | 2 | 01:45 | 3.48 | (0.39) |
|  | December 2012 | 4.74583333 | 19 | 06:00 | 0.239583333 | 0.9 | 2 | 10:48 | -0.63 | (1.38) |
|  | November 2012 | 3.94236111 | 21 | 04:30 | 0.143055556 | 0.349305556 | 3 | 02:48 | 2.56 | (0.64) |
|  | October 2012 <br> September 2012 | 2.3375 | 16 | 03:30 | 0.077083333 | 0.315972222 | 2 | 03:47 | -0.25 | (1.15) |
|  |  | 2.37777778 | 22 | 02:36 | 0.060416667 | 0.111111111 | 1 | 02:40 | 0.00 | 0.00 |
|  | August 2012 | 1.70555556 | 11 | 03:43 | 0.068055556 | 0.121527778 | 2 | 01:28 | 2.21 | (0.37) |
| MR-6D Mean Time to Restore Unbundled Loop - DS1 Capable Parity | July 2013June 2013 | 10.3854167 | 64 | 03:54 | 0.139583333 | 3.150694444 | 22 | 03:26 | 0.66 | (0.76) |
|  |  | 7.11736111 | 59 | 02:54 | 0.072222222 | 4.359027778 | 28 | 03:44 | -1.12 | (1.68) |
|  | June 2013 May 2013 | 8.32361111 | 67 | 02:59 | 0.077777778 | 3.997222222 | 40 | 02:24 | 1.81 | (0.01) |
| Loop - DS1 Capable Parity | April 2013 | 5.74027778 | 42 | 03:17 | 0.092361111 | 2.964583333 | 20 | 03:33 | -0.26 | (1.16) |
|  | March 2013 | 6.48680556 | 53 | 02:56 | 0.09375 | 3.079166667 | 28 | 02:38 | 0.96 | (0.51) |
|  | February 2013 | 9.225 | 65 | 03:24 | 0.120138889 | 4.152083333 | 30 | 03:19 | 0.16 | (1.06) |
|  | January 2013 <br> December 2012 | 11.4666667 | 80 | 03:26 | 0.170138889 | 6.036805556 | 46 | 03:09 | 0.59 | (0.78) |
|  |  | 14.6013889 | 84 | 04:10 | 0.194444444 | 7.822222222 | 47 | 04:00 | 0.35 | (0.90) |
|  | November 2012 | 11.3979167 | 76 | 03:36 | 0.115277778 | 3.966666667 | 32 | 02:59 | 1.33 | (0.27) |
|  | October 2012 | 8.3 | 65 | 03:04 | 0.086111111 | 4.516666667 | 30 | 03:37 | -0.69 | (1.42) |
|  | September 2012August 2012 | 7.36527778 | 57 | 03:06 | 0.138888889 | 3.300694444 | 25 | 03:10 | -0.14 | (1.09) |
|  |  | 8.38472222 | 76 | 02:39 | 0.086805556 | 4.960416667 | 34 | 03:30 | -1.67 | (2.01) |
| MR-6D Mean Time to Restore Unbundled | July 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |



|  | January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.14652778 | 1 | 03:31 | 0 | 12.68958333 | 72 | 04:14 | -0.13 | (1.08) |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E Mean Time to Restore E911 Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.07847222 | 1 | 01:53 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.01666667 | 1 | 00:24 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 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 | July 2013 | 0.95069444 | 8 | 02:51 | 0.042361111 | 5.388888889 | 42 | 03:05 | -0.21 | (1.13) |
|  |  | 2.97361111 | 21 | 03:24 | 0.082638889 | 6.00625 | 29 | 04:58 | -1.22 | (1.74) |
|  | May 2013 <br> April 2013 | 2.51458333 | 17 | 03:33 | 0.222916667 | 6.96875 | 46 | 03:38 | -0.04 | (1.03) |
|  |  | 2.16736111 | 12 | 04:20 | 0.122916667 | 5.202083333 | 34 | 03:40 | 0.76 | (0.57) |
|  | March 2013 <br> February 2013 | 2.36180556 | 22 | 02:35 | 0.079166667 | 1.65 | 15 | 02:38 | -0.11 | (1.07) |
|  |  | 1.75902778 | 11 | 03:50 | 0.136111111 | 4.950694444 | 28 | 04:15 | -0.31 | (1.19) |
|  | February 2013 January 2013 | 1.27916667 | 13 | 02:22 | 0.063888889 | 4.150694444 | 31 | 03:13 | -0.88 | (1.54) |
|  | December 2012 <br> November 2012 | 2.28819444 | 18 | 03:03 | 0.099305556 | 5.204861111 | 36 | 03:28 | -0.68 | (1.41) |
|  |  | 1.89722222 | 16 | 02:51 | 0.069444444 | 7.984027778 | 43 | 04:27 | -0.90 | (1.55) |
|  | October 2012 <br> September 2012 | 2.86458333 | 18 | 03:49 | 0.140277778 | 12.68958333 | 72 | 04:14 | -0.28 | (1.17) |
|  |  | 1.54097222 | 11 | 03:22 | 0.113194444 | 8.123611111 | 44 | 04:26 | -0.57 | (1.35) |
|  | August 2012 | 2.58194444 | 14 | 04:26 | 0.150694444 | 8.972222222 | 55 | 03:55 | 0.33 | (0.66) |
| MR-6E Mean Time to Restore Enhanced Extended Loops - DS3 Capable Diagnostic | July 2013June 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 0.06458333 | 1 | 01:33 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2012 October 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E Mean Time to Restore ISDN Primary Parity | July 2013June 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 | 0.13611111 | 1 | 03:16 | 0 | 3.324305556 | 18 | 04:26 | -0.20 | (1.12) |
|  | April 2013March 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |



|  | March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.41041667 | 2 | 04:55 | 0.068055556 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.03819444 | 1 | 00:55 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E Mean Time to Restore Unbundled Loop - DS1 Capable Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 1.51041667 | 10 | 03:37 | 0.083333333 | 5.388888889 | 42 | 03:05 | 0.54 | (0.67) |
|  |  | 1.14166667 | 11 | 02:29 | 0.078472222 | 6.00625 | 29 | 04:58 | -1.56 | (1.95) |
|  |  | 8.46388889 | 16 | 12:42 | 0.833333333 | 6.96875 | 46 | 03:38 | 4.49 | 0.57 |
|  |  | 0.84166667 | 5 | 04:02 | 0.196527778 | 5.202083333 | 34 | 03:40 | 0.29 | (0.82) |
|  |  | 1.61875 | 14 | 02:47 | 0.069444444 | 1.65 | 15 | 02:38 | 0.21 | (0.95) |
|  |  | 0.8875 | 7 | 03:03 | 0.032638889 | 4.950694444 | 28 | 04:15 | -0.77 | (1.47) |
|  |  | 1.02986111 | 12 | 02:04 | 0.059722222 | 4.150694444 | 31 | 03:13 | -1.16 | (1.71) |
|  |  | 0.81527778 | 7 | 02:48 | 0.033333333 | 4.865972222 | 35 | 03:20 | -0.65 | (1.40) |
|  |  | 1.07152778 | 10 | 02:34 | 0.059027778 | 7.927083333 | 42 | 04:32 | -0.90 | (1.55) |
|  |  | 2.80625 | 18 | 03:44 | 0.191666667 | 12.59444444 | 71 | 04:15 | -0.35 | (1.22) |
|  |  | 0.5125 | 7 | 01:45 | 0.032638889 | 8.123611111 | 44 | 04:26 | -1.18 | (1.72) |
|  |  | 0.70208333 | 9 | 01:52 | 0.020138889 | 8.972222222 | 55 | 03:55 | -1.09 | (1.66) |
| MR-6E Mean Time to Restore Unbundled Loop - XDSLi Parity | July 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.14166667 | 1 | 03:24 | 0 | 4.150694444 | 31 | 03:13 | 0.06 | (0.87) |
|  | December 2012 <br> November 2012 | 0.52083333 | 1 | 12:30 | 0 | 5.204861111 | 36 | 03:28 | 4.17 | 0.21 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2012 <br> October 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2012August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E Mean Time to Restore Unbundled Loop Analog Parity | July 2013 | 4.04236111 | 10 | 09:42 | 0.166666667 | 0 | 1342 | 01:44 | -1.83 | (2.11) |
|  | June 2013May 2013 | 3.22777778 | 14 | 05:32 | 0.125694444 | 0 | 1278 | 22:37 | -3.01 | (2.83) |
|  |  | 54.34375 | 27 | 00:18 | 2.009722222 | 0 | 1256 | 01:14 | 4.70 | 1.26 |
|  | May 2013 | 1.26041667 | 4 | 07:34 | 0.179861111 | 0 | 1161 | 01:34 | -1.31 | (1.80) |
|  | March 2013 | 3.8875 | 16 | 05:50 | 0.183333333 | 0 | 1156 | 03:44 | -2.91 | (2.77) |
|  | February 2013 January 2013 | 3.78958333 | 13 | 07:00 | 0.151388889 | 0 | 1106 | 01:12 | -2.61 | (2.58) |
|  |  | 7.01527778 | 17 | 09:54 | 0.384722222 | 0 | 1477 | 14:01 | -2.11 | (2.28) |
|  | January 2013 <br> December 2012 | 8.66875 | 16 | 13:00 | 0.320833333 | 0 | 1781 | 09:42 | -1.86 | (2.13) |
|  | November 2012 | 7.69861111 | 18 | 10:16 | 0.221527778 | 0 | 1900 | 11:09 | -3.07 | (2.87) |
|  | October 2012 <br> September 2012 | 6.24583333 | 11 | 13:38 | 0.583333333 | 0 | 1521 | 06:58 | -1.59 | (1.97) |
|  |  | 4.07638889 | 10 | 09:47 | 0.203472222 | 0 | 1084 | 05:07 | -1.19 | (1.72) |
|  | August 2012 | 5.43055556 | 9 | 14:29 | 0.538194444 | 0 | 1441 | 04:12 | -0.78 | (1.47) |
| MR-6E Mean Time to Restore Unbundled Loop ISDN Capable Parity | July 2013 <br> June 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013March 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | December 2012 <br> November 2012 | 0.17777778 | 1 | 04:16 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |


|  | 0.22152778 | 1 | 05:19 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| September 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Basic Rate ISDN Parity | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 1 | 00:00 | 0 | 0 | 1 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Business Parity | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 1 | 5 | 04:48 | 0.4 | 43 | 612 | 01:41 | 1.13 | (0.70) |
|  | 0 | 3 | 00:00 | 0 | 53 | 715 | 01:46 | -0.49 | (1.30) |
|  | 1 | 1 | 00:00 | 0 | 44 | 629 | 01:40 | 3.64 | (0.11) |
|  | 0 | 3 | 00:00 | 0 | 57 | 630 | 02:10 | -0.54 | (1.33) |
|  | 0 | 3 | 00:00 | 0 | 59 | 713 | 01:59 | -0.52 | (1.32) |
|  | 1 | 6 | 04:00 | 0.3727 | 79 | 917 | 02:04 | 0.70 | (0.88) |
|  | 3 | 7 | 10:17 | 0.4949 | 95 | 850 | 02:41 | 2.65 | 0.09 |
|  | 0 | 3 | 00:00 | 0 | 92 | 919 | 02:24 | -0.58 | (1.35) |
|  | 1 | 9 | 02:39 | 0.3143 | 83 | 800 | 02:29 | 0.07 | (1.20) |
|  | 0 | 4 | 00:00 | 0 | 41 | 564 | 01:44 | -0.56 | (1.34) |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Centrex Parity | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 1 | 00:00 | 0 | 0 | 16 | 00:00 | 0.00 | 0.00 |
|  | 0 | 1 | 00:00 | 0 | 0 | 13 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 1 | 2 | 12:00 | 0.5 | 2 | 16 | 03:00 | 1.51 | (0.70) |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 1 | 00:00 | 0 | 1 | 16 | 01:30 | -0.25 | (1.15) |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Centrex 21 Parity | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 3 | 00:00 | 0 | 2 | 11 | 04:21 | -0.72 | (1.44) |
|  | 0 | 6 | 00:00 | 0 | 0 | 10 | 00:00 | 0.00 | 0.00 |
|  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 0 | 3 | 00:00 | 0 | 0 | 6 | 00:00 | 0.00 | 0.00 |
|  | 0 | 1 | 00:00 | 0 | 0 | 3 | 00:00 | 0.00 | 0.00 |
|  | 0 | 6 | 00:00 | 0 | 0 | 8 | 00:00 | 0.00 | 0.00 |
|  | 1 | 3 | 07:59 | 0.4714 | 2 | 7 | 06:51 | 0.15 | (1.33) |
|  | 0 | 1 | 00:00 | 0 | 0 | 4 | 00:00 | 0.00 | 0.00 |
|  | 0 | 1 | 00:00 | 0 | 1 | 5 | 04:48 | -0.46 | (1.28) |
| MR-7A Repair Repeat Report Rate Line July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Sharing Parity June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | May 2013 | 0 | 1 | 0\% | 0 | 375 | 4655 | 8\% | -0.30 | (1.18) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | April 2013 | 0 | 1 | 0\% | 0 | 391 | 4236 | 9\% | -0.32 | (1.19) |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 1 | 0\% | 0 | 575 | 6233 | 9\% | -0.32 | (1.19) |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 1 | 0\% | 0 | 853 | 7285 | 12\% | -0.36 | (1.22) |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 1 | 0\% | 0 | 363 | 4045 | 9\% | -0.31 | (1.19) |
|  | August 2012 | 1 | 2 | 50\% | 0.5 | 478 | 4907 | 10\% | 1.92 | (0.46) |
| MR-7A Repair Repeat Report Rate Line | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Splitting Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 1 | 0\% | 0 | 853 | 7285 | 12\% | -0.36 | (1.22) |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 1 | 0\% | 0 | 478 | 4907 | 10\% | -0.33 | (1.20) |
| MR-7A Repair Repeat Report Rate PBX | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 1 | 0\% | 0 | 0 | 8 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 1 | 0\% | 0 | 0 | 9 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 1 | 0\% | 0 | 0 | 4 | 0\% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Residence Parity | June 2013 | 0 | 3 | 0\% | 0 | 328 | 3707 | 9\% | -0.54 | (1.33) |
|  | May 2013 | 0 | 1 | 0\% | 0 | 322 | 3940 | 8\% | -0.30 | (1.18) |
|  | April 2013 | 0 | 1 | 0\% | 0 | 347 | 3607 | 10\% | -0.33 | (1.20) |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 1 | 0\% | 0 | 338 | 3841 | 9\% | -0.31 | (1.19) |
|  | January 2013 | 0 | 11 | 0\% | 0 | 496 | 5316 | 9\% | -1.06 | (1.65) |
|  | December 2012 | 0 | 8 | 0\% | 0 | 579 | 5423 | 11\% | -0.98 | (1.59) |
|  | November 2012 | 2 | 11 | 18\% | 0.3857 | 761 | 6366 | 12\% | 0.64 | (0.82) |
|  | October 2012 | 1 | 7 | 14\% | 0.3499 | 535 | 4757 | 11\% | 0.25 | (1.10) |
|  | September 2012 | 1 | 11 | 9\% | 0.2875 | 322 | 3481 | 9\% | -0.02 | (1.01) |
|  | August 2012 | 2 | 19 | 11\% | 0.3069 | 428 | 4192 | 10\% | 0.05 | (1.14) |
| MR-7A Repair Repeat Report Rate Sub- | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Loop Unbundling Diagnostic | June 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate UNE (POTS) Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 6 | 0\% | 0 | 353 | 4489 | 8\% | -0.72 | (1.43) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7B Repair Repeat Report Rate Business Parity | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 3 | 0\% | 0 | 13 | 165 | 8\% | -0.50 | (1.31) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 16 | 150 | 11\% | -0.34 | (1.21) |
|  |  | 0 | 5 | 0\% | 0 | 13 | 153 | 9\% | -0.67 | (1.41) |
|  |  | 0 | 1 | 0\% | 0 | 20 | 219 | 9\% | -0.32 | (1.19) |
|  |  | 0 | 2 | 0\% | 0 | 20 | 218 | 9\% | -0.45 | (1.27) |
|  |  | 0 | 1 | 0\% | 0 | 27 | 227 | 12\% | -0.37 | (1.22) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 2 | 50\% | 0.5 | 10 | 137 | 7\% | 2.30 | (0.38) |
|  |  | 1 | 9 | 11\% | 0.3143 | 25 | 218 | 11\% | -0.03 | (1.02) |
| MR-7B Repair Repeat Report Rate Residence Parity | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 3 | 0\% | 0 | 120 | 1274 | 9\% | -0.56 | (1.34) |
|  |  | 0 | 1 | 0\% | 0 | 158 | 1505 | 11\% | -0.34 | (1.21) |
|  |  | 1 | 4 | 25\% | 0.433 | 221 | 1713 | 13\% | 0.72 | (0.89) |
|  |  | 0 | 2 | 0\% | 0 | 162 | 1271 | 13\% | -0.54 | (1.33) |
|  |  | 0 | 3 | 0\% | 0 | 97 | 930 | 10\% | -0.59 | (1.36) |
|  | August 2012 | 0 | 1 | 0\% | 0 | 114 | 1187 | 10\% | -0.33 | (1.20) |
| MR-7B Repair Repeat Report Rate SubLoop Unbundling Diagnostic | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


| MR-7B Repair Repeat Report Rate UNE - P (POTS) Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 2 | 0\% | 0 | 118 | 1139 | 10\% | -0.48 | (1.29) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7C Repair Repeat Report Rate Basic Rate ISDN Parity | August 2012 <br> July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 1 | 0\% | 0 | 0 | 6 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7C Repair Repeat Report Rate Business Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 1 | 0\% | 0 | 10 | 97 | 10\% | -0.34 | (1.21) |
|  | February 2013 | 0 | 1 | 0\% | 0 | 8 | 98 | 8\% | -0.30 | (1.18) |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 2 | 0\% | 0 | 7 | 113 | 6\% | -0.36 | (1.22) |
| MR-7C Repair Repeat Report Rate Centrex Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013January 2013 | 1 | 2 | 50\% | 0.5 | 1 | 10 | 10\% | 1.72 | (0.71) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7C Repair Repeat Report Rate Centrex 21 Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 1 | 2 | 50\% | 0.5 | 1 | 3 | 33\% | 0.39 | (1.32) |


|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7C Repair Repeat Report Rate Line | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Sharing Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 1 | 0\% | 0 | 55 | 436 | 13\% | -0.38 | (1.23) |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 1 | 0\% | 0 | 58 | 505 | 11\% | -0.36 | (1.22) |
|  | August 2012 | 0 | 2 | 0\% | 0 | 89 | 710 | 13\% | -0.53 | (1.33) |
| MR-7C Repair Repeat Report Rate Line | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Splitting Parity | June 2013 | 0 | 1 | 0\% | 0 | 51 | 432 | 12\% | -0.37 | (1.22) |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7C Repair Repeat Report Rate PBX | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 1 | 0\% | 0 | 0 | 4 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7C Repair Repeat Report Rate | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Residence Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 2 | 0\% | 0 | 58 | 442 | 13\% | -0.55 | (1.33) |
|  | December 2012 | 0 | 3 | 0\% | 0 | 68 | 468 | 15\% | -0.71 | (1.43) |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 1 | 0\% | 0 | 70 | 488 | 14\% | -0.41 | (1.25) |



|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 2 | 3 | 67\% | 0.4714 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7D Repair Repeat Report Rate LIS | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trunk Parity | June 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 1 | 0\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 1 | 0\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 1 | 2 | 50\% | 0.5 | 0 | 2 | 0\% | 0.00 | (1.00) |
|  | August 2012 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7D Repair Repeat Report Rate UDIT | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| DS1 Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 1 | 0\% | 0 | 3 | 43 | 7\% | -0.27 | (1.16) |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7D Repair Repeat Report Rate | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop-2 Wire Non-Loaded Parity | June 2013 | 0 | 20 | 0\% | 0 | 0 | 3 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 23 | 4\% | 0.2039 | 2 | 3 | 67\% | -2.15 | (2.31) |
|  | April 2013 | 2 | 34 | 6\% | 0.2353 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 2 | 25 | 8\% | 0.2713 | 0 | 4 | 0\% | 0.00 | (1.39) |
|  | February 2013 | 0 | 19 | 0\% | 0 | 0 | 4 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 3 | 35 | 9\% | 0.2799 | 0 | 2 | 0\% | 0.00 | (1.61) |
|  | December 2012 | 5 | 33 | 15\% | 0.3586 | 0 | 2 | 0\% | 0.00 | (1.37) |
|  | November 2012 | 5 | 47 | 11\% | 0.3083 | 2 | 3 | 67\% | -2.00 | (2.21) |
|  | October 2012 | 1 | 17 | 6\% | 0.2353 | 0 | 7 | 0\% | 0.00 | (1.33) |
|  | September 2012 | 1 | 31 | 3\% | 0.1767 | 0 | 1 | 0\% | 0.00 | (2.13) |
|  | August 2012 | 1 | 29 | 3\% | 0.1825 | 0 | 6 | 0\% | 0.00 | (1.58) |
| MR-7D Repair Repeat Report Rate | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop - ADSL Qualified Parity | June 2013 | 1 | 18 | 6\% | 0.2291 | 0 | 3 | 0\% | 0.00 | (1.65) |
|  | May 2013 | 0 | 12 | 0\% | 0 | 2 | 3 | 67\% | -2.19 | (2.33) |
|  | April 2013 | 0 | 8 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 6 | 0\% | 0 | 0 | 4 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 1 | 21 | 5\% | 0.213 | 0 | 4 | 0\% | 0.00 | (1.60) |
|  | January 2013 | 0 | 16 | 0\% | 0 | 0 | 2 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 19 | 5\% | 0.2233 | 0 | 2 | 0\% | 0.00 | (1.80) |


|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 2 | 21 | 10\% | 0.2935 | 2 | 3 | 67\% | -1.96 | (2.19) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1 | 16 | 6\% | 0.2421 | 0 | 7 | 0\% | 0.00 | (1.31) |
|  |  | 2 | 20 | 10\% | 0.3 | 0 | 1 | 0\% | 0.00 | (1.80) |
|  |  | 0 | 11 | 0\% | 0 | 0 | 6 | 0\% | 0.00 | 0.00 |
| MR-7D Repair Repeat Report Rate Unbundled Loop - DS1 Capable Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 5 | 59 | 8\% | 0.2785 | 6 | 36 | 17\% | -1.04 | (1.63) |
|  |  | 9 | 68 | 13\% | 0.3389 | 13 | 55 | 24\% | -1.35 | (1.82) |
|  |  | 5 | 42 | 12\% | 0.3238 | 3 | 28 | 11\% | 0.16 | (1.15) |
|  |  | 7 | 53 | 13\% | 0.3386 | 3 | 39 | 8\% | 0.98 | (0.70) |
|  |  | 10 | 66 | 15\% | 0.3586 | 2 | 38 | 5\% | 2.17 | (0.26) |
|  |  | 11 | 83 | 13\% | 0.3391 | 12 | 56 | 21\% | -1.15 | (1.70) |
|  |  | 10 | 85 | 12\% | 0.3222 | 12 | 59 | 20\% | -1.26 | (1.76) |
|  |  | 6 | 77 | 8\% | 0.268 | 7 | 40 | 18\% | -1.31 | (1.80) |
|  |  | 5 | 65 | 8\% | 0.2665 | 3 | 43 | 7\% | 0.14 | (1.16) |
|  |  | 8 | 58 | 14\% | 0.3448 | 1 | 35 | 3\% | 3.07 | (0.15) |
|  |  | 15 | 77 | 19\% | 0.3961 | 5 | 44 | 11\% | 1.35 | (0.45) |
| MR-7D Repair Repeat Report Rate Unbundled Loop - DS3 Capable Parity | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 4 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7D Repair Repeat Report Rate Unbundled Loop - XDSLi Parity | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 1 | 0\% | 0 | 2 | 38 | 5\% | -0.23 | (1.14) |
|  |  | 0 | 1 | 0\% | 0 | 12 | 56 | 21\% | -0.52 | (1.31) |
|  | December 2012 | 0 | 1 | 0\% | 0 | 12 | 59 | 20\% | -0.50 | (1.30) |
|  | November 2012 <br> October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 August 2012 | 0 | 2 | 0\% | 0 | 1 | 35 | 3\% | -0.24 | (1.14) |
|  |  | 0 | 2 | 0\% | 0 | 5 | 44 | 11\% | -0.50 | (1.30) |
| MR-7D Repair Repeat Report Rate Unbundled Loop Analog Parity | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 12 | 144 | 8\% | 0.2764 | 413 | 4665 | 9\% | -0.22 | (1.13) |
| Unbundled Loop Analog Parity | June 2013 May 2013 | 4 | 99 | 4\% | 0.1969 | 421 | 5024 | 8\% | -1.54 | (1.94) |
|  | April 2013 | 6 | 84 | 7\% | 0.2575 | 428 | 4600 | 9\% | -0.68 | (1.41) |
|  | March 2013 <br> February 2013 | 6 | 89 | 7\% | 0.2507 | 393 | 4889 | 8\% | -0.45 | (1.27) |
|  |  | 3 | 106 | 3\% | 0.1658 | 450 | 4927 | 9\% | -2.23 | (2.36) |
|  | January 2013 | 16 | 137 | 12\% | 0.3212 | 633 | 6679 | 9\% | 0.87 | (0.55) |
|  | December 2012 | 1 | 174 | 1\% | 0.0756 | 736 | 6673 | 11\% | -4.35 | (3.64) |
|  |  | 9 | 169 | 5\% | 0.2245 | 916 | 7745 | 12\% | -2.59 | (2.57) |
|  | October 2012 | 6 | 146 | 4\% | 0.1985 | 681 | 6027 | 11\% | -2.71 | (2.65) |
|  | September 2012 | 3 | 126 | 2\% | 0.1525 | 412 | 4471 | 9\% | -2.62 | (2.59) |
|  | August 2012 | 5 | 113 | 4\% | 0.2056 | 553 | 5475 | 10\% | -1.98 | (2.20) |
| MR-7D Repair Repeat Report Rate |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


| Unbundled Loop ISDN Capable Parity | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 1 | 0\% | 0 | 2 | 3 | 67\% | -1.22 | (1.74) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 2 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 6 | 0\% | 0.00 | 0.00 |
| MR-7E Repair Repeat Report Rate DS1 Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 4 | 55 | 7\% | -0.28 | (1.17) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 14 | 75 | 19\% | -0.48 | (1.29) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7E Repair Repeat Report Rate E911 Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7E Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 7 | 23 | 30\% | 0.4601 | 6 | 29 | 21\% | 0.86 | (0.70) |
|  |  | 3 | 18 | 17\% | 0.3727 | 4 | 55 | 7\% | 1.33 | (0.55) |
|  |  | 0 | 12 | 0\% | 0 | 8 | 45 | 18\% | -1.43 | (1.87) |
|  |  | 4 | 22 | 18\% | 0.3857 | 1 | 23 | 4\% | 2.27 | (0.39) |
|  |  | 2 | 12 | 17\% | 0.3727 | 2 | 34 | 6\% | 1.36 | (0.64) |
|  |  | 3 | 13 | 23\% | 0.4213 | 3 | 35 | 9\% | 1.60 | (0.47) |
|  |  | 3 | 18 | 17\% | 0.3727 | 5 | 41 | 12\% | 0.48 | (0.95) |
|  |  | 0 | 17 | 0\% | 0 | 8 | 51 | 16\% | -1.54 | (1.94) |
|  |  | 2 | 18 | 11\% | 0.3143 | 14 | 75 | 19\% | -0.74 | (1.45) |
|  |  | 0 | 11 | 0\% | 0 | 12 | 55 | 22\% | -1.60 | (1.97) |
|  |  | 0 | 15 | 0\% | 0 | 9 | 63 | 14\% | -1.42 | (1.86) |
| MR-7E Repair Repeat Report Rate Enhanced Extended Loops - DS3 Capable Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | January 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7E Repair Repeat Report Rate ISDN | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Primary Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 1 | 0\% | 0 | 0 | 19 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7E Repair Repeat Report Rate LIS | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trunk Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 3 | 0\% | 0 | 0 | 3 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7E Repair Repeat Report Rate UDIT | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Above DS1 Level Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 1 | 0\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| DS1 Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 3 | 0\% | 0 | 3 | 35 | 9\% | -0.51 | (1.31) |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |



|  | March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 16 | 0\% | 0 | 127 | 1231 | 10\% | -1.35 | (1.82) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 13 | 0\% | 0 | 107 | 1196 | 9\% | -1.12 | (1.68) |
|  |  | 3 | 17 | 18\% | 0.3812 | 150 | 1575 | 10\% | 1.13 | (0.53) |
|  |  | 0 | 16 | 0\% | 0 | 202 | 1894 | 11\% | -1.38 | (1.84) |
|  |  | 0 | 18 | 0\% | 0 | 270 | 2040 | 13\% | -1.65 | (2.00) |
|  |  | 1 | 11 | 9\% | 0.2875 | 208 | 1607 | 13\% | -0.38 | (1.23) |
|  |  | 0 | 10 | 0\% | 0 | 116 | 1146 | 10\% | -1.06 | (1.64) |
|  |  | 0 | 9 | 0\% | 0 | 153 | 1547 | 10\% | -0.99 | (1.60) |
| MR-7E Repair Repeat Report Rate Unbundled Loop ISDN Capable Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate Basic Rate ISDN P | July 2013 | 0 | 114 | 0\% | 0 | 2 | 1737 | 0\% | -0.35 | (1.21) |
|  | June 2013 <br> May 2013 | 0 | 108 | 0\% | 0 | 3 | 1778 | 0\% | -0.41 | (1.25) |
|  |  | 0 | 107 | 0\% | 0 | 3 | 1795 | 0\% | -0.41 | (1.25) |
|  | April 2013 <br> March 2013 | 1 | 109 | 1\% | 0.0953 | 0 | 1804 | 0\% | 0.00 | (0.04) |
|  |  | 0 | 106 | 0\% | 0 | 4 | 1890 | 0\% | -0.46 | (1.28) |
|  |  | 0 | 105 | 0\% | 0 | 4 | 1949 | 0\% | -0.45 | (1.28) |
|  |  | 0 | 109 | 0\% | 0 | 2 | 1967 | 0\% | -0.32 | (1.20) |
|  | January 2013 <br> December 2012 | 0 | 106 | 0\% | 0 | 2 | 1993 | 0\% | -0.32 | (1.19) |
|  | November 2012 <br> October 2012 | 0 | 106 | 0\% | 0 | 5 | 2019 | 0\% | -0.50 | (1.30) |
|  |  | 1 | 105 | 1\% | 0.0971 | 7 | 2054 | 0\% | 1.05 | (0.73) |
|  | September 2012 <br> August 2012 | 1 | 105 | 1\% | 0.0971 | 1 | 2073 | 0\% | 4.12 | (0.20) |
|  |  | 0 | 104 | 0\% | 0 | 6 | 2094 | 0\% | -0.53 | (1.32) |
| MR-8 Trouble Rate Business Parity | - July 2013 | 14 | 1960 | 1\% | 0.0842 | 935 | 208640 | 0\% | 1.76 | 0.07 |
|  | June 2013 <br> May 2013 | 8 | 1943 | 0\% | 0.064 | 842 | 210056 | 0\% | 0.08 | (0.95) |
|  |  | 3 | 1945 | 0\% | 0.0392 | 964 | 211061 | 0\% | -1.97 | (2.20) |
|  | April 2013 | 1 | 1922 | 0\% | 0.0228 | 880 | 212601 | 0\% | -2.46 | (2.50) |
|  | March 2013 <br> February 2013 | 5 | 1953 | 0\% | 0.0505 | 877 | 213990 | 0\% | -1.06 | (1.64) |
|  |  | 9 | 1966 | 0\% | 0.0675 | 964 | 215495 | 0\% | 0.07 | (0.96) |
|  | January 2013 | 7 | 1953 | 0\% | 0.0598 | 1221 | 217097 | 1\% | -1.20 | (1.73) |
|  | December 2012 | 9 | 1942 | 0\% | 0.0679 | 1167 | 218402 | 1\% | -0.43 | (1.26) |
|  | November 2012 | 4 | 1941 | 0\% | 0.0453 | 1228 | 219819 | 1\% | -2.07 | (2.26) |
|  | October 2012 <br> September 2012 | 9 | 1943 | 0\% | 0.0679 | 1118 | 221236 | 1\% | -0.26 | (1.16) |
|  |  | 6 | 1975 | 0\% | 0.055 | 796 | 222667 | 0\% | -0.40 | (1.24) |
|  | August 2012 | 11 | 1998 | 1\% | 0.074 | 1046 | 224615 | 0\% | 0.55 | (0.66) |
| MR-8 Trouble Rate Centrex Parity | July 2013June 2013 | 0 | 209 | 0\% | 0 | 22 | 30665 | 0\% | -0.39 | (1.23) |
|  |  | 1 | 209 | 0\% | 0.069 | 22 | 30785 | 0\% | 2.19 | (0.35) |
|  | May 2013 | 1 | 209 | 0\% | 0.069 | 19 | 31014 | 0\% | 2.43 | (0.30) |
|  | April 2013March 2013 | 0 | 209 | 0\% | 0 | 26 | 31211 | 0\% | -0.42 | (1.25) |
|  |  | 0 | 210 | 0\% | 0 | 35 | 31442 | 0\% | -0.48 | (1.29) |
|  | March 2013 February 2013 | 4 | 211 | 2\% | 0.1364 | 27 | 31721 | 0\% | 8.99 | 1.36 |
|  | January 2013 | 0 | 226 | 0\% | 0 | 45 | 31843 | 0\% | -0.56 | (1.34) |
|  | December 2012 <br> November 2012 | 0 | 226 | 0\% | 0 | 33 | 31925 | 0\% | -0.48 | (1.29) |
|  |  | 1 | 226 | 0\% | 0.0664 | 25 | 32162 | 0\% | 1.96 | (0.41) |


|  | October 2012 <br> September 2012 August 2012 | 0 | 226 | 0\% | 0 | 26 | 32275 | 0\% | -0.43 | (1.26) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 229 | 0\% | 0 | 23 | 32343 | 0\% | -0.40 | (1.24) |
|  |  | 0 | 229 | 0\% | 0 | 20 | 32506 | 0\% | -0.37 | (1.23) |
| MR-8 Trouble Rate Centrex 21 Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 10 | 426 | 2\% | 0.1514 | 8 | 3641 | 0\% | 8.87 | 1.76 |
|  |  | 0 | 433 | 0\% | 0 | 7 | 3701 | 0\% | -0.86 | (1.52) |
|  |  | 0 | 437 | 0\% | 0 | 15 | 3766 | 0\% | -1.25 | (1.76) |
|  |  | 3 | 442 | 1\% | 0.0821 | 15 | 3835 | 0\% | 0.92 | (0.65) |
|  |  | 8 | 455 | 2\% | 0.1314 | 14 | 3931 | 0\% | 4.75 | 0.86 |
|  |  | 0 | 473 | 0\% | 0 | 9 | 4021 | 0\% | -0.97 | (1.59) |
|  |  | 3 | 484 | 1\% | 0.0785 | 7 | 4088 | 0\% | 2.26 | (0.15) |
|  |  | 1 | 487 | 0\% | 0.0453 | 5 | 4145 | 0\% | 0.51 | (0.98) |
|  |  | 6 | 490 | 1\% | 0.11 | 9 | 4211 | 0\% | 4.59 | 0.69 |
|  |  | 3 | 504 | 1\% | 0.0769 | 8 | 4340 | 0\% | 2.04 | 0.24 |
|  |  | 1 | 509 | 0\% | 0.0443 | 5 | 4399 | 0\% | 0.52 | (0.68) |
|  |  | 1 | 515 | 0\% | 0.044 | 11 | 4491 | 0\% | -0.22 | (1.13) |
| MR-8 Trouble Rate Dark Fiber - IOF Diagnostic | July 2013 June 2013 | 0 | 66 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 67 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 65 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 64 | 2\% | 0.124 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 64 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 64 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 64 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 77 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 77 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 78 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 78 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 1 | 78 | 1\% | 0.1125 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate Dark Fiber - Loop Diagnostic | July 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 21 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 1 | 21 | 5\% | 0.213 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 21 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 21 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 21 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate DS0 Parity | July 2013 | 0 | 404 | 0\% | 0 | 66 | 19435 | 0\% | -1.16 | (1.71) |
|  | June 2013 | 0 | 396 | 0\% | 0 | 108 | 19637 | 1\% | -1.47 | (1.89) |
|  | May 2013 | 0 | 375 | 0\% | 0 | 86 | 19731 | 0\% | -1.27 | (1.77) |
|  | April 2013 | 0 | 377 | 0\% | 0 | 76 | 19887 | 0\% | -1.19 | (1.72) |
|  | March 2013 | 0 | 376 | 0\% | 0 | 80 | 20037 | 0\% | -1.22 | (1.74) |
|  | February 2013 | 0 | 377 | 0\% | 0 | 62 | 20313 | 0\% | -1.06 | (1.65) |
|  | January 2013 | 0 | 373 | 0\% | 0 | 108 | 20507 | 1\% | -1.39 | (1.85) |
|  | December 2012 | 0 | 373 | 0\% | 0 | 107 | 20669 | 1\% | -1.38 | (1.84) |
|  | November 2012 | 0 | 365 | 0\% | 0 | 135 | 20731 | 1\% | -1.53 | (1.93) |
|  | October 2012 | 0 | 365 | 0\% | 0 | 116 | 20886 | 1\% | -1.42 | (1.86) |
|  | September 2012 | 0 | 362 | 0\% | 0 | 67 | 21036 | 0\% | -1.07 | (1.65) |
|  | August 2012 | 0 | 359 | 0\% | 0 | 135 | 21250 | 1\% | -1.50 | (1.91) |
| MR-8 Trouble Rate DS1 Parity | July 2013 <br> June 2013 | 1 | 21 | 5\% | 0.213 | 83 | 5312 | 2\% | 1.18 | (0.65) |
|  |  | 0 | 21 | 0\% | 0 | 65 | 5398 | 1\% | -0.50 | (1.31) |


|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 5 | 20 | 25\% | 0.433 | 110 | 5442 | 2\% | 7.29 | 1.38 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2 | 20 | 10\% | 0.3 | 73 | 5504 | 1\% | 3.38 | 0.15 |
|  |  | 3 | 21 | 14\% | 0.3499 | 62 | 5583 | 1\% | 5.75 | 0.78 |
|  |  | 0 | 20 | 0\% | 0 | 72 | 5693 | 1\% | -0.51 | (1.31) |
|  |  | 0 | 23 | 0\% | 0 | 91 | 5764 | 2\% | -0.61 | (1.37) |
|  |  | 0 | 22 | 0\% | 0 | 100 | 5851 | 2\% | -0.62 | (1.38) |
|  |  | 1 | 25 | 4\% | 0.196 | 91 | 5909 | 2\% | 1.00 | (0.72) |
|  |  | 4 | 23 | 17\% | 0.379 | 118 | 5996 | 2\% | 5.32 | 0.87 |
|  |  | 2 | 25 | 8\% | 0.2713 | 90 | 6004 | 2\% | 2.67 | (0.03) |
|  |  | 3 | 25 | 12\% | 0.325 | 107 | 6073 | 2\% | 3.88 | 0.42 |
| MR-8 Trouble Rate DS3 Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 2 | 0\% | 0 | 1 | 1175 | 0\% | -0.04 | (1.03) |
|  |  | 0 | 2 | 0\% | 0 | 5 | 1184 | 0\% | -0.09 | (1.06) |
|  |  | 0 | 2 | 0\% | 0 | 2 | 1187 | 0\% | -0.06 | (1.04) |
|  |  | 0 | 3 | 0\% | 0 | 6 | 1203 | 1\% | -0.12 | (1.07) |
|  |  | 0 | 2 | 0\% | 0 | 1 | 1212 | 0\% | -0.04 | (1.02) |
|  |  | 0 | 2 | 0\% | 0 | 4 | 1217 | 0\% | -0.08 | (1.05) |
|  |  | 0 | 2 | 0\% | 0 | 3 | 1243 | 0\% | -0.07 | (1.04) |
|  |  | 0 | 2 | 0\% | 0 | 5 | 1254 | 0\% | -0.09 | (1.05) |
|  |  | 0 | 2 | 0\% | 0 | 5 | 1255 | 0\% | -0.09 | (1.05) |
|  |  | 0 | 3 | 0\% | 0 | 5 | 1245 | 0\% | -0.11 | (1.07) |
|  |  | 0 | 2 | 0\% | 0 | 1 | 1204 | 0\% | -0.04 | (1.02) |
|  |  | 0 | 2 | 0\% | 0 | 3 | 1208 | 0\% | -0.07 | (1.04) |
| MR-8 Trouble Rate E911 Parity | July 2013June 2013 | 0 | 1045 | 0\% | 0 | 4 | 3216 | 0\% | -0.99 | (1.60) |
|  |  | 1 | 1078 | 0\% | 0.0304 | 4 | 3187 | 0\% | -0.26 | (1.16) |
|  | May 2013 <br> April 2013 | 0 | 1008 | 0\% | 0 | 5 | 3188 | 0\% | -1.10 | (1.67) |
|  |  | 2 | 1006 | 0\% | 0.0445 | 6 | 3182 | 0\% | 0.07 | (0.96) |
|  | March 2013 <br> February 2013 <br> January 2013 | 0 | 998 | 0\% | 0 | 2 | 3090 | 0\% | -0.70 | (1.42) |
|  |  | 0 | 990 | 0\% | 0 | 5 | 3093 | 0\% | -1.10 | (1.67) |
|  |  | 0 | 944 | 0\% | 0 | 5 | 3092 | 0\% | -1.08 | (1.66) |
|  | December 2012 | 2 | 944 | 0\% | 0.046 | 6 | 3059 | 0\% | 0.10 | (0.94) |
|  | November 2012 <br> October 2012 | 0 | 940 | 0\% | 0 | 4 | 3032 | 0\% | -0.97 | (1.59) |
|  |  | 0 | 944 | 0\% | 0 | 6 | 3000 | 0\% | -1.20 | (1.73) |
|  | September 2012 | 1 | 938 | 0\% | 0.0326 | 3 | 2980 | 0\% | 0.05 | (0.97) |
|  | August 2012 | 0 | 936 | 0\% | 0 | 7 | 2978 | 0\% | -1.30 | (1.79) |
| MR-8 Trouble Rate Enhanced Extended Loops - DSO Capable Diagnostic | July 2013 | 0 | 47 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Loops - DSO Capable Diagnostic |  | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 <br> January 2013 | 0 | 54 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 61 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 62 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 62 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 62 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 62 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate Enhanced Extended Loops - DS1 Capable Parity | July 2013June 2013 | 38 | 2854 | 1\% | 0.1146 | 78 | 4968 | 2\% | -0.82 | (1.50) |
|  |  | 69 | 2872 | 2\% | 0.1531 | 62 | 5044 | 1\% | 4.56 | 1.77 |
|  | May 2013 | 48 | 2912 | 2\% | 0.1273 | 109 | 5085 | 2\% | -1.47 | (1.89) |
|  | April 2013 | 59 | 2932 | 2\% | 0.1404 | 71 | 5140 | 1\% | 2.34 | 0.42 |
|  | March 2013 <br> February 2013 | 70 | 2942 | 2\% | 0.1524 | 62 | 5214 | 1\% | 4.76 | 1.90 |
|  |  | 59 | 2957 | 2\% | 0.1398 | 71 | 5316 | 1\% | 2.50 | 0.52 |
|  | January 2013 | 55 | 2983 | 2\% | 0.1345 | 89 | 5373 | 2\% | 0.64 | (0.61) |


|  | December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 71 | 3031 | 2\% | 0.1512 | 94 | 5455 | 2\% | 2.10 | 0.28 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 90 | 3041 | 3\% | 0.1695 | 89 | 5511 | 2\% | 4.72 | 1.87 |
|  |  | 64 | 3045 | 2\% | 0.1434 | 116 | 5598 | 2\% | 0.09 | (0.94) |
|  |  | 50 | 3038 | 2\% | 0.1272 | 85 | 5598 | 2\% | 0.46 | (0.72) |
|  |  | 58 | 3042 | 2\% | 0.1368 | 102 | 5660 | 2\% | 0.35 | (0.79) |
| MR-8 Trouble Rate Enhanced Extended Loops - DS3 Capable Diagnostic |  | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 58 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 58 | 2\% | 0.1302 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 58 | 2\% | 0.1302 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 60 | 2\% | 0.128 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 60 | 2\% | 0.128 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 60 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 58 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 58 | 2\% | 0.1302 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 58 | 5\% | 0.2215 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate ISDN Primary Parity | July 2013 | 0 | 151 | 0\% | 0 | 41 | 92069 | 0\% | -0.26 | (1.16) |
|  |  | 0 | 151 | 0\% | 0 | 34 | 92129 | 0\% | -0.24 | (1.14) |
|  | June 2013 <br> May 2013 <br> April 2013 | 1 | 151 | 1\% | 0.0811 | 28 | 93379 | 0\% | 4.48 | 0.03 |
|  |  | 0 | 126 | 0\% | 0 | 31 | 93705 | 0\% | -0.20 | (1.12) |
|  | April 2013 <br> March 2013 | 0 | 76 | 0\% | 0 | 40 | 93934 | 0\% | -0.18 | (1.11) |
|  | February 2013 January 2013 | 0 | 76 | 0\% | 0 | 48 | 94234 | 0\% | -0.20 | (1.12) |
|  |  | 0 | 76 | 0\% | 0 | 68 | 94657 | 0\% | -0.23 | (1.14) |
|  | December 2012 | 0 | 76 | 0\% | 0 | 63 | 94974 | 0\% | -0.22 | (1.14) |
|  | November 2012 <br> October 2012 | 0 | 76 | 0\% | 0 | 68 | 94853 | 0\% | -0.23 | (1.14) |
|  |  | 0 | 76 | 0\% | 0 | 77 | 94973 | 0\% | -0.25 | (1.15) |
|  | September 2012 | 0 | 76 | 0\% | 0 | 58 | 94468 | 0\% | -0.22 | (1.13) |
|  | August 2012July 2013June 2013 | 0 | 76 | 0\% | 0 | 52 | 94440 | 0\% | -0.20 | (1.12) |
| MR-8 Trouble Rate Line Sharing Parity |  | 0 | 579 | 0\% | 0 | 6422 | 728010 | 1\% | -2.27 | (2.38) |
|  |  | 0 | 600 | 0\% | 0 | 6032 | 735108 | 1\% | -2.23 | (2.35) |
|  | June 2013 <br> May 2013 | 2 | 609 | 0\% | 0.0572 | 6351 | 741643 | 1\% | -1.41 | (1.86) |
|  | April 2013March 2013 | 1 | 621 | 0\% | 0.0401 | 5846 | 748541 | 1\% | -1.75 | (2.07) |
|  |  | 0 | 635 | 0\% | 0 | 6119 | 755373 | 1\% | -2.28 | (2.38) |
|  | February 2013 | 0 | 643 | 0\% | 0 | 6123 | 762470 | 1\% | -2.28 | (2.39) |
|  | January 2013December 2012 | 1 | 656 | 0\% | 0.039 | 8253 | 770084 | 1\% | -2.29 | (2.39) |
|  |  | 0 | 671 | 0\% | 0 | 8549 | 777008 | 1\% | -2.73 | (2.66) |
|  | December 2012 November 2012 | 1 | 687 | 0\% | 0.0381 | 9785 | 784275 | 1\% | -2.60 | (2.58) |
|  | October 2012 | 0 | 699 | 0\% | 0 | 7634 | 791887 | 1\% | -2.61 | (2.59) |
|  | September 2012 | 2 | 714 | 0\% | 0.0529 | 5617 | 799058 | 1\% | -1.35 | (1.82) |
|  | August 2012 | 4 | 724 | 1\% | 0.0741 | 7022 | 808085 | 1\% | -0.92 | (1.56) |
| MR-8 Trouble Rate Line Splitting Parity | July 2013June 2013 | 0 | 45 | 0\% | 0 | 6422 | 728010 | 1\% | -0.63 | (1.38) |
|  |  | 1 | 45 | 2\% | 0.1474 | 6032 | 735108 | 1\% | 1.04 | (0.70) |
|  | May 2013 | 0 | 47 | 0\% | 0 | 6351 | 741643 | 1\% | -0.64 | (1.39) |
|  | April 2013 <br> March 2013 | 0 | 48 | 0\% | 0 | 5846 | 748541 | 1\% | -0.61 | (1.37) |
|  |  | 0 | 50 | 0\% | 0 | 6119 | 755373 | 1\% | -0.64 | (1.39) |
|  | March 2013 <br> February 2013 | 0 | 50 | 0\% | 0 | 6123 | 762470 | 1\% | -0.64 | (1.39) |
|  | January 2013 | 0 | 52 | 0\% | 0 | 8253 | 770084 | 1\% | -0.75 | (1.46) |
|  | December 2012 November 2012 | 0 | 55 | 0\% | 0 | 8549 | 777008 | 1\% | -0.78 | (1.48) |
|  |  | 1 | 58 | 2\% | 0.1302 | 9785 | 784275 | 1\% | 0.33 | (1.03) |
|  | October 2012 | 0 | 61 | 0\% | 0 | 7634 | 791887 | 1\% | -0.77 | (1.47) |
|  | September 2012 August 2012 | 0 | 63 | 0\% | 0 | 5617 | 799058 | 1\% | -0.67 | (1.41) |
|  |  | 1 | 64 | 2\% | 0.124 | 7022 | 808085 | 1\% | 0.60 | (0.89) |



|  | February 2013 January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 74 | 0\% | 0 | 4 | 1104 | 0\% | -0.50 | (1.31) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 74 | 0\% | 0 | 3 | 1124 | 0\% | -0.43 | (1.26) |
|  |  | 0 | 74 | 0\% | 0 | 5 | 1134 | 0\% | -0.55 | (1.34) |
|  |  | 1 | 74 | 1\% | 0.1155 | 5 | 1135 | 0\% | 1.15 | (0.71) |
|  |  | 0 | 73 | 0\% | 0 | 5 | 1125 | 0\% | -0.55 | (1.34) |
|  |  | 0 | 80 | 0\% | 0 | 0 | 1078 | 0\% | 0.00 | 0.00 |
|  | August 2012July 2013 | 0 | 85 | 0\% | 0 | 3 | 1081 | 0\% | -0.47 | (1.28) |
| MR-8 Trouble Rate UDIT DS1 Parity |  | 0 | 92 | 0\% | 0 | 78 | 4967 | 2\% | -1.20 | (1.73) |
|  | June 2013 | 0 | 98 | 0\% | 0 | 62 | 5043 | 1\% | -1.09 | (1.67) |
|  | May 2013 | 0 | 98 | 0\% | 0 | 109 | 5084 | 2\% | -1.45 | (1.88) |
|  | April 2013 | 0 | 98 | 0\% | 0 | 71 | 5139 | 1\% | -1.16 | (1.71) |
|  | March 2013 | 0 | 98 | 0\% | 0 | 62 | 5213 | 1\% | -1.08 | (1.65) |
|  | February 2013 | 0 | 98 | 0\% | 0 | 71 | 5315 | 1\% | -1.14 | (1.69) |
|  | January 2013 | 3 | 99 | 3\% | 0.1714 | 89 | 5372 | 2\% | 1.06 | (0.55) |
|  | December 2012 | 0 | 102 | 0\% | 0 | 94 | 5454 | 2\% | -1.33 | (1.81) |
|  | November 2012 | 0 | 103 | 0\% | 0 | 89 | 5510 | 2\% | -1.29 | (1.78) |
|  | October 2012 | 1 | 103 | 1\% | 0.0981 | 116 | 5597 | 2\% | -0.78 | (1.47) |
|  | September 2012 | 0 | 103 | 0\% | 0 | 85 | 5597 | 2\% | -1.25 | (1.76) |
|  | August 2012 | 0 | 104 | 0\% | 0 | 102 | 5659 | 2\% | -1.37 | (1.83) |
| MR-8 Trouble Rate Unbundled Loop - 2 Wire Non-Loaded Parity | July 2013June 2013 | 32 | 13827 | 0\% | 0.0481 | 2 | 1727 | 0\% | 1.33 | (0.19) |
|  |  | 21 | 13788 | 0\% | 0.039 | 3 | 1768 | 0\% | -0.17 | (1.10) |
|  | May 2013 <br> April 2013 | 26 | 13762 | 0\% | 0.0434 | 3 | 1785 | 0\% | 0.20 | (0.88) |
|  |  | 32 | 13736 | 0\% | 0.0482 | 0 | 1794 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 28 | 13633 | 0\% | 0.0453 | 4 | 1880 | 0\% | -0.07 | (1.04) |
|  |  | 20 | 13528 | 0\% | 0.0384 | 4 | 1939 | 0\% | -0.53 | (1.32) |
|  | January 2013 <br> December 2012 | 37 | 13476 | 0\% | 0.0523 | 2 | 1957 | 0\% | 2.23 | 0.36 |
|  |  | 34 | 13469 | 0\% | 0.0502 | 2 | 1983 | 0\% | 1.99 | 0.21 |
|  | November 2012 <br> October 2012 | 47 | 13462 | 0\% | 0.059 | 5 | 2009 | 0\% | 0.84 | (0.49) |
|  |  | 21 | 13415 | 0\% | 0.0395 | 7 | 2044 | 0\% | -1.34 | (1.81) |
|  | October 2012 <br> September 2012 | 31 | 13316 | 0\% | 0.0482 | 1 | 2063 | 0\% | 3.54 | 1.15 |
|  | August 2012 | 30 | 13331 | 0\% | 0.0474 | 6 | 2084 | 0\% | -0.50 | (1.30) |
| MR-8 Trouble Rate Unbundled Loop - 4 Wire Non-Loaded Parity | July 2013 | 0 | 48 | 0\% | 0 | 83 | 5312 | 2\% | -0.87 | (1.53) |
|  |  | 0 | 49 | 0\% | 0 | 65 | 5398 | 1\% | -0.77 | (1.47) |
| Wire Non-Loaded Parity | June 2013 | 0 | 49 | 0\% | 0 | 110 | 5442 | 2\% | -1.00 | (1.61) |
|  | April 2013March 2013 | 0 | 50 | 0\% | 0 | 73 | 5504 | 1\% | -0.82 | (1.50) |
|  |  | 0 | 50 | 0\% | 0 | 62 | 5583 | 1\% | -0.75 | (1.45) |
|  | February 2013 <br> January 2013 | 0 | 50 | 0\% | 0 | 72 | 5693 | 1\% | -0.80 | (1.48) |
|  |  | 0 | 50 | 0\% | 0 | 91 | 5764 | 2\% | -0.89 | (1.54) |
|  | December 2012 | 0 | 51 | 0\% | 0 | 100 | 5851 | 2\% | -0.94 | (1.57) |
|  | November 2012 | 0 | 51 | 0\% | 0 | 91 | 5909 | 2\% | -0.89 | (1.54) |
|  | October 2012 <br> September 2012 | 0 | 51 | 0\% | 0 | 118 | 5996 | 2\% | -1.01 | (1.61) |
|  |  | 0 | 52 | 0\% | 0 | 90 | 6004 | 2\% | -0.89 | (1.54) |
|  | August 2012 | 0 | 52 | 0\% | 0 | 107 | 6073 | 2\% | -0.96 | (1.58) |
| MR-8 Trouble Rate Unbundled Loop ADSL Qualified Parity | July 2013June 2013 | 22 | 5068 | 0\% | 0.0657 | 2 | 1727 | 0\% | 3.36 | 1.04 |
|  |  | 20 | 5158 | 0\% | 0.0621 | 3 | 1768 | 0\% | 1.92 | 0.17 |
|  | May 2013 | 13 | 5141 | 0\% | 0.0502 | 3 | 1785 | 0\% | 0.75 | (0.54) |
|  | April 2013 <br> March 2013 | 9 | 5160 | 0\% | 0.0417 | 0 | 1794 | 0\% | 0.00 | 0.00 |
|  |  | 6 | 5193 | 0\% | 0.034 | 4 | 1880 | 0\% | -0.78 | (1.48) |
|  | March 2013 <br> February 2013 | 21 | 5247 | 0\% | 0.0631 | 4 | 1939 | 0\% | 1.61 | (0.02) |
|  | January 2013 | 18 | 5255 | 0\% | 0.0584 | 2 | 1957 | 0\% | 2.84 | 0.73 |
|  | December 2012 | 20 | 5308 | 0\% | 0.0613 | 2 | 1983 | 0\% | 3.30 | 1.01 |
|  | November 2012 October 2012 | 21 | 5320 | 0\% | 0.0627 | 5 | 2009 | 0\% | 1.12 | (0.32) |
|  |  | 16 | 5309 | 0\% | 0.0548 | 7 | 2044 | 0\% | -0.27 | (1.16) |


|  | September 2012 August 2012 | 22 | 5302 | 0\% | 0.0643 | 1 | 2063 | 0\% | 6.42 | 2.90 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 11 | 5317 | 0\% | 0.0454 | 6 | 2084 | 0\% | -0.59 | (1.36) |
| MR-8 Trouble Rate Unbundled Loop - DS1 Capable Parity | July 2013 | 76 | 6457 | 1\% | 0.1079 | 77 | 4859 | 2\% | -1.72 | (2.05) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 71 | 6436 | 1\% | 0.1045 | 62 | 4941 | 1\% | -0.72 | (1.44) |
|  |  | 84 | 6425 | 1\% | 0.1136 | 105 | 4985 | 2\% | -2.95 | (2.79) |
|  |  | 47 | 6434 | 1\% | 0.0852 | 70 | 5046 | 1\% | -2.99 | (2.82) |
|  |  | 67 | 6448 | 1\% | 0.1014 | 57 | 5117 | 1\% | -0.38 | (1.23) |
|  |  | 73 | 6460 | 1\% | 0.1057 | 70 | 5216 | 1\% | -0.99 | (1.60) |
|  |  | 95 | 6471 | 1\% | 0.1203 | 88 | 5280 | 2\% | -0.84 | (1.51) |
|  |  | 92 | 6529 | 1\% | 0.1179 | 96 | 5361 | 2\% | -1.56 | (1.95) |
|  |  | 87 | 6563 | 1\% | 0.1144 | 88 | 5415 | 2\% | -1.29 | (1.78) |
|  |  | 83 | 6595 | 1\% | 0.1115 | 110 | 5500 | 2\% | -2.90 | (2.76) |
|  |  | 66 | 6653 | 1\% | 0.0991 | 84 | 5538 | 2\% | -2.36 | (2.44) |
|  |  | 86 | 6681 | 1\% | 0.1127 | 105 | 5602 | 2\% | -2.39 | (2.45) |
| MR-8 Trouble Rate Unbundled Loop - DS3 Capable Parity | July 2013 | 0 | 4 | 0\% | 0 | 1 | 977 | 0\% | -0.06 | (1.04) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 4 | 0\% | 0 | 5 | 986 | 1\% | -0.14 | (1.09) |
|  |  | 0 | 4 | 0\% | 0 | 2 | 988 | 0\% | -0.09 | (1.05) |
|  |  | 0 | 4 | 0\% | 0 | 5 | 1002 | 1\% | -0.14 | (1.09) |
|  |  | 0 | 4 | 0\% | 0 | 1 | 1009 | 0\% | -0.06 | (1.04) |
|  |  | 0 | 4 | 0\% | 0 | 2 | 1013 | 0\% | -0.09 | (1.05) |
|  |  | 0 | 4 | 0\% | 0 | 2 | 1037 | 0\% | -0.09 | (1.05) |
|  |  | 0 | 4 | 0\% | 0 | 4 | 1045 | 0\% | -0.12 | (1.08) |
|  |  | 1 | 4 | 25\% | 0.433 | 4 | 1045 | 0\% | 7.96 | 0.26 |
|  |  | 0 | 4 | 0\% | 0 | 5 | 1037 | 0\% | -0.14 | (1.08) |
|  |  | 0 | 4 | 0\% | 0 | 1 | 1010 | 0\% | -0.06 | (1.04) |
|  |  | 0 | 4 | 0\% | 0 | 3 | 1012 | 0\% | -0.11 | (1.07) |
| MR-8 Trouble Rate Unbundled Loop XDSLi Parity | July 2013June 2013 | 1 | 71 | 1\% | 0.1178 | 83 | 5303 | 2\% | -0.11 | (1.06) |
|  |  | 0 | 77 | 0\% | 0 | 65 | 5389 | 1\% | -0.96 | (1.59) |
|  | May 2013 <br> April 2013 | 0 | 84 | 0\% | 0 | 110 | 5433 | 2\% | -1.31 | (1.79) |
|  |  | 0 | 107 | 0\% | 0 | 73 | 5495 | 1\% | -1.19 | (1.72) |
|  | March 2013 <br> February 2013 | 0 | 112 | 0\% | 0 | 62 | 5574 | 1\% | -1.11 | (1.68) |
|  |  | 1 | 117 | 1\% | 0.0921 | 72 | 5684 | 1\% | -0.39 | (1.24) |
|  | January 2013 | 2 | 121 | 2\% | 0.1275 | 91 | 5755 | 2\% | 0.06 | (1.12) |
|  |  | 2 | 131 | 2\% | 0.1226 | 100 | 5842 | 2\% | -0.16 | (1.10) |
|  |  | 0 | 139 | 0\% | 0 | 91 | 5900 | 2\% | -1.46 | (1.89) |
|  | November 2012 <br> October 2012 | 0 | 146 | 0\% | 0 | 117 | 5987 | 2\% | -1.69 | (2.02) |
|  | September 2012 | 2 | 156 | 1\% | 0.1125 | 90 | 5995 | 2\% | -0.22 | (1.14) |
|  | August 2012 | 2 | 163 | 1\% | 0.1101 | 107 | 6064 | 2\% | -0.51 | (1.31) |
|  | July 2013 | 109 | 41186 | 0\% | 0.0514 | 6422 | 728016 | 1\% | -13.04 | (8.93) |
|  | June 2013May 2013 | 158 | 41844 | 0\% | 0.0613 | 6032 | 735114 | 1\% | -9.77 | (6.94) |
| Parity |  | 126 | 41977 | 0\% | 0.0547 | 6351 | 741649 | 1\% | -12.03 | (8.31) |
|  | May 2013 <br> April 2013 | 88 | 42490 | 0\% | 0.0455 | 5846 | 748547 | 1\% | -13.07 | (8.95) |
|  |  | 105 | 42976 | 0\% | 0.0494 | 6120 | 755379 | 1\% | -12.73 | (8.74) |
|  |  | 119 | 43570 | 0\% | 0.0522 | 6123 | 762476 | 1\% | -12.05 | (8.33) |
|  | February 2013 January 2013 | 154 | 43942 | 0\% | 0.0591 | 8254 | 770090 | 1\% | -14.28 | (9.68) |
|  | December 2012 | 190 | 44797 | 0\% | 0.065 | 8549 | 777015 | 1\% | -13.34 | (9.11) |
|  | November 2012 | 187 | 45293 | 0\% | 0.0641 | 9785 | 784282 | 1\% | -15.56 | (10.46) |
|  | October 2012 <br> September 2012 | 157 | 45739 | 0\% | 0.0585 | 7634 | 791895 | 1\% | -13.21 | (9.03) |
|  |  | 136 | 46211 | 0\% | 0.0542 | 5617 | 799066 | 1\% | -10.22 | (7.22) |
|  | August 2012 | 122 | 46731 | 0\% | 0.051 | 7022 | 808093 | 1\% | -13.77 | (9.37) |
| MR-8 Trouble Rate Unbundled Loop ISDN Capable Parity | July 2013 | 0 | 146 | 0\% | 0 | 2 | 1727 | 0\% | -0.40 | (1.24) |
|  | June 2013 | 0 | 154 | 0\% | 0 | 3 | 1768 | 0\% | -0.49 | (1.30) |
|  | May 2013 | 1 | 158 | 1\% | 0.0793 | 3 | 1785 | 0\% | 1.37 | (0.66) |


|  | April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 162 | 0\% | 0 | 0 | 1794 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 169 | 0\% | 0 | 4 | 1880 | 0\% | -0.57 | (1.35) |
|  |  | 0 | 172 | 0\% | 0 | 4 | 1939 | 0\% | -0.57 | (1.35) |
|  |  | 0 | 176 | 0\% | 0 | 2 | 1957 | 0\% | -0.41 | (1.25) |
|  |  | 2 | 183 | 1\% | 0.104 | 2 | 1983 | 0\% | 4.05 | 0.08 |
|  |  | 0 | 185 | 0\% | 0 | 5 | 2009 | 0\% | -0.65 | (1.40) |
|  |  | 1 | 189 | 1\% | 0.0725 | 7 | 2044 | 0\% | 0.42 | (1.01) |
|  |  | 0 | 195 | 0\% | 0 | 1 | 2063 | 0\% | -0.29 | (1.18) |
|  |  | 1 | 198 | 1\% | 0.0709 | 6 | 2084 | 0\% | 0.54 | (0.96) |
| MR-8 Trouble Rate UNE - P (POTS) Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 19 | 0\% | 0 | 6422 | 728010 | 1\% | -0.41 | (1.25) |
|  |  | 0 | 19 | 0\% | 0 | 6032 | 735108 | 1\% | -0.40 | (1.24) |
|  |  | 0 | 19 | 0\% | 0 | 6351 | 741643 | 1\% | -0.41 | (1.25) |
|  |  | 0 | 22 | 0\% | 0 | 5846 | 748541 | 1\% | -0.42 | (1.25) |
|  |  | 0 | 17 | 0\% | 0 | 6119 | 755373 | 1\% | -0.37 | (1.23) |
|  |  | 0 | 16 | 0\% | 0 | 6123 | 762470 | 1\% | -0.36 | (1.22) |
|  |  | 0 | 17 | 0\% | 0 | 8253 | 770084 | 1\% | -0.43 | (1.26) |
|  |  | 0 | 17 | 0\% | 0 | 8549 | 777008 | 1\% | -0.43 | (1.26) |
|  |  | 0 | 19 | 0\% | 0 | 9785 | 784275 | 1\% | -0.49 | (1.30) |
|  |  | 0 | 20 | 0\% | 0 | 7634 | 791887 | 1\% | -0.44 | (1.27) |
|  |  | 0 | 21 | 0\% | 0 | 5617 | 799058 | 1\% | -0.39 | (1.23) |
|  |  | 0 | 21 | 0\% | 0 | 7022 | 808085 | 1\% | -0.43 | (1.26) |
| MR-9A Repair Appointments Met Business Parity | July 2013 | 9 | 10 | 90\% | 0.3 | 564 | 647 | 87\% | -0.27 | (1.16) |
|  | June 2013 <br> May 2013 | 4 | 5 | 80\% | 0.4 | 533 | 612 | 87\% | 0.47 | (1.00) |
|  |  | 3 | 3 | 100\% | 0 | 622 | 715 | 87\% | -0.67 | (1.41) |
|  | April 2013 <br> March 2013 | 1 | 1 | 100\% | 0 | 579 | 629 | 92\% | -0.29 | (1.18) |
|  |  | 2 | 3 | 67\% | 0.4714 | 563 | 630 | 89\% | 1.27 | (0.66) |
|  | February 2013 January 2013 | 3 | 3 | 100\% | 0 | 628 | 713 | 88\% | -0.64 | (1.39) |
|  |  | 4 | 6 | 67\% | 0.4714 | 743 | 917 | 81\% | 0.89 | (0.72) |
|  | December 2012 <br> November 2012 | 5 | 7 | 71\% | 0.4518 | 704 | 846 | 83\% | 0.83 | (0.74) |
|  |  | 2 | 3 | 67\% | 0.4714 | 771 | 919 | 84\% | 0.81 | (0.86) |
|  | October 2012 <br> September 2012 | 9 | 9 | 100\% | 0 | 685 | 801 | 86\% | -1.23 | (1.75) |
|  |  | 4 | 4 | 100\% | 0 | 502 | 564 | 89\% | -0.70 | (1.43) |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-9A Repair Appointments Met Centrex Parity | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 14 | 16 | 88\% | -0.37 | (1.22) |
| Parity | June 2013 <br> May 2013 | 1 | 1 | 100\% | 0 | 11 | 13 | 85\% | -0.41 | (1.25) |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 2 | 100\% | 0 | 12 | 13 | 92\% | -0.38 | (1.23) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 1 | 0\% | 0 | 14 | 15 | 93\% | 3.62 | (0.30) |
|  | October 2012 <br> September 2012 August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-9A Repair Appointments Met Centrex 21 Parity | July 2013 | 10 | 10 | 100\% | 0 | 5 | 6 | 83\% | -0.87 | (1.53) |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 3 | 3 | 100\% | 0 | 10 | 11 | 91\% | -0.49 | (1.30) |
|  | March 2013 | 5 | 6 | 83\% | 0.3727 | 10 | 10 | 100\% | 0.00 | (0.81) |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 3 | 3 | 100\% | 0 | 6 | 6 | 100\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 100\% | 0 | 2 | 3 | 67\% | -0.61 | (1.37) |




|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 2 | 2 | 100\% | 0 | 573 | 597 | 96\% | -0.29 | (1.18) |
| NI-1A Trunk Blockage to CTL-Q Tandem | July 2013 | 8 | 42430 | 0\% | 0.0011 | 0 | 0 | 0\% | 0.00 | (2.94) |
| Offices LIS Trunk Parity 0.01 | June 2013 | 13 | 42142 | 0\% | 0.002 | 0 | 0 | 0\% | 0.00 | (2.91) |
|  | May 2013 | 40 | 41974 | 0\% | 0.0045 | 0 | 0 | 0\% | 0.00 | (2.72) |
|  | April 2013 | 8 | 42142 | 0\% | 0.0014 | 0 | 0 | 0\% | 0.00 | (2.94) |
|  | March 2013 | 8 | 42118 | 0\% | 0.0011 | 0 | 0 | 0\% | 0.00 | (2.94) |
|  | February 2013 | 10 | 42118 | 0\% | 0.0017 | 0 | 0 | 0\% | 0.00 | (2.93) |
|  | January 2013 | 22 | 42190 | 0\% | 0.0028 | 0 | 0 | 0\% | 0.00 | (2.84) |
|  | December 2012 | 12 | 42862 | 0\% | 0.0016 | 0 | 0 | 0\% | 0.00 | (2.91) |
|  | November 2012 | 16 | 42310 | 0\% | 0.0022 | 0 | 0 | 0\% | 0.00 | (2.89) |
|  | October 2012 | 71 | 42886 | 0\% | 0.0058 | 0 | 0 | 0\% | 0.00 | (2.50) |
|  | September 2012 | 24 | 43462 | 0\% | 0.0026 | 0 | 0 | 0\% | 0.00 | (2.83) |
|  | August 2012 | 13 | 42814 | 0\% | 0.0035 | 0 | 0 | 0\% | 0.00 | (2.91) |
| NI-1B Trunk Blockage to CTL-Q End | July 2013 | 0 | 15775 | 0\% | 0.0002 | 0 | 0 | 0\% | 0.00 | (3.00) |
| Offices LIS Trunk Parity 0.01 | June 2013 | 0 | 15751 | 0\% | 0.0002 | 0 | 0 | 0\% | 0.00 | (3.00) |
|  | May 2013 | 0 | 15751 | 0\% | 0.0001 | 0 | 0 | 0\% | 0.00 | (3.00) |
|  | April 2013 | 1 | 15775 | 0\% | 0.0008 | 0 | 0 | 0\% | 0.00 | (2.98) |
|  | March 2013 | 1 | 15799 | 0\% | 0.0009 | 0 | 0 | 0\% | 0.00 | (2.98) |
|  | February 2013 | 2 | 15835 | 0\% | 0.0012 | 0 | 0 | 0\% | 0.00 | (2.96) |
|  | January 2013 | 0 | 15835 | 0\% | 0.0002 | 0 | 0 | 0\% | 0.00 | (2.99) |
|  | December 2012 | 1 | 15931 | 0\% | 0.0006 | 0 | 0 | 0\% | 0.00 | (2.99) |
|  | November 2012 | 0 | 15931 | 0\% | 0.0003 | 0 | 0 | 0\% | 0.00 | (2.99) |
|  | October 2012 | 6 | 15931 | 0\% | 0.0031 | 0 | 0 | 0\% | 0.00 | (2.88) |
|  | September 2012 | 1 | 15931 | 0\% | 0.0003 | 0 | 0 | 0\% | 0.00 | (2.99) |
|  | August 2012 | 1 | 16099 | 0\% | 0.0004 | 0 | 0 | 0\% | 0.00 | (2.97) |
| NI-1C Trunk Blockage to CTL-Q Tandem | July 2013 | 8 | 42430 | 0\% | 0.0011 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Offices LIS Trunk Diagnostic | June 2013 | 13 | 42142 | 0\% | 0.002 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 69 | 42286 | 0\% | 0.0097 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 51 | 42382 | 0\% | 0.0135 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 9 | 42190 | 0\% | 0.0012 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 24 | 42598 | 0\% | 0.0037 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 37 | 42598 | 0\% | 0.0049 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 14 | 42934 | 0\% | 0.0017 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 43 | 42742 | 0\% | 0.0078 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 145 | 43534 | 0\% | 0.0158 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 90 | 43918 | 0\% | 0.0159 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 89 | 43942 | 0\% | 0.0149 | 0 | 0 | 0\% | 0.00 | 0.00 |
| NI-1D Trunk Blockage to CTL-Q End | July 2013 | 0 | 15775 | 0\% | 0.0002 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Offices LIS Trunk Diagnostic | June 2013 | 0 | 15775 | 0\% | 0.0005 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 2 | 15775 | 0\% | 0.0025 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 15775 | 0\% | 0.0008 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 3 | 15823 | 0\% | 0.0027 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 4 | 15859 | 0\% | 0.0027 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 2 | 15859 | 0\% | 0.0033 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 3 | 15955 | 0\% | 0.0038 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 3 | 15955 | 0\% | 0.0042 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 8 | 15955 | 0\% | 0.0046 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 3 | 15955 | 0\% | 0.0041 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | August 2012 <br> July 2013 | 4 | 16123 | 0\% | 0.0044 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| OP-13A Coordinated Cuts Completed on Time Unbundled Loop - Analog Benchmark 0.95 |  | 32 | 32 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | June 2013 | 132 | 137 | 96\% | 0.1875 | 0 | 0 | 0\% | 0.00 | (0.04) |
|  | May 2013 | 55 | 56 | 98\% | 0.1324 | 0 | 0 | 0\% | 0.00 | (0.10) |
|  | April 2013 | 44 | 46 | 96\% | 0.2039 | 0 | 0 | 0\% | 0.00 | (0.02) |
|  | March 2013 | 23 | 23 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | February 2013 | 22 | 22 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | January 2013 | 14 | 14 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | December 2012 | 26 | 29 | 90\% | 0.3045 | 0 | 0 | 0\% | 0.00 | 0.17 |
|  | November 2012 | 24 | 25 | 96\% | 0.196 | 0 | 0 | 0\% | 0.00 | (0.03) |
|  | October 2012 | 40 | 42 | 95\% | 0.213 | 0 | 0 | 0\% | 0.00 | (0.01) |
|  | September 2012 | 19 | 20 | 95\% | 0.2179 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 34 | 34 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| OP-13A Coordinated Cuts Completed on Time Unbundled Loop Other Benchmark 0.95 |  | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 3.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-13B Coordinated Cuts Started Without CLEC Approval Unbundled Loop - Analog Diagnostic | July 2013June 2013 | 0 | 32 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 137 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 0 | 57 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 47 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 24 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 December 2012 | 0 | 22 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 14 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 29 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 25 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 42 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 20 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 34 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-13B Coordinated Cuts Started Without CLEC Approval Unbundled Loop Other Diagnostic |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 3 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 <br> August 2012 | 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 | July 2013 | 737 | 2 | 36850\% | 521.14 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 717 | 2 | 35850\% | 504.17 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 695 | 1 | 69500\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 675 | 2 | 33750\% | 474.47 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 651 | 1 | 65100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 630 | 1 | 63000\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 610 | 1 | 61000\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 588 | 1 | 58800\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 568 | 1 | 56800\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 547 | 1 | 54700\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 524 | 1 | 52400\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 505 | 1 | 50500\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-15A Interval for Pending Orders Delayed Past Due Date Residence Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 30 | 4 | 750\% | 8.35 | 6740 | 156 | 4321\% | -1.10 | (1.67) |
|  |  | 2 | 2 | 100\% | 1.41 | 6860 | 160 | 4288\% | -0.97 | (1.59) |
|  |  | 35 | 3 | 1167\% | 14.36 | 5321 | 157 | 3389\% | -0.68 | (1.41) |
|  |  | 13 | 3 | 433\% | 3.51 | 4923 | 125 | 3938\% | -0.87 | (1.53) |
|  |  | 11 | 3 | 367\% | 2.52 | 5548 | 132 | 4203\% | -1.04 | (1.63) |
|  |  | 31 | 2 | 1550\% | 17.68 | 4369 | 111 | 3936\% | -0.55 | (1.33) |
|  |  | 9 | 1 | 900\% | 0 | 4787 | 133 | 3599\% | -0.48 | (1.29) |
| OP-15A Interval for Pending Orders Delayed Past Due Date Sub-Loop Unbundling Diagnostic | July 2013June 2013 | 115 | 1 | 115 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 93 | 1 | 93 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 73 | 1 | 73 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 51 | 1 | 51 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 29 | 1 | 29 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 8 | 1 | 8 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 71 | 2 | 36 | 48.79 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 50 | 1 | 50 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 29 | 1 | 29 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 6 | 1 | 6 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A Interval for Pending Orders Delayed Past Due Date Unbundled Loop - 2 Wire Non-Loaded Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 | 12155 | 13 | 935 | 795.58 | 5 | 2 | 3 | 578.74 | 0.10 |
|  |  | 11903 | 11 | 1082 | 745.06 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 11446 | 9 | 1272 | 649.99 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 12072 | 10 | 1207 | 627.43 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 11878 | 13 | 914 | 749.28 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 11705 | 21 | 557 | 727.03 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 11990 | 18 | 666 | 722.23 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 25243 | 36 | 701 | 780.61 | 21 | 2 | 11 | 122.23 | 0.01 |
|  |  | 26564 | 34 | 781 | 736.31 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 26202 | 52 | 504 | 691.02 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 25332 | 37 | 685 | 727.05 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 26269 | 34 | 773 | 705.47 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A Interval for Pending Orders Delayed Past Due Date Unbundled Loop ADSL Qualified Parity |  | 9089 | 8 | 1136 | 666.12 | 5 | 2 | 3 | 675.96 | 0.32 |
|  |  | 8913 | 8 | 1114 | 666.12 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 8753 | 8 | 1094 | 666.12 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 8627 | 9 | 959 | 709.95 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 8953 | 10 | 895 | 669.73 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 9127 | 11 | 830 | 652.33 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 9636 | 12 | 803 | 622.41 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 14589 | 21 | 695 | 583.46 | 21 | 2 | 11 | 118.87 | 0.18 |
|  |  | 15155 | 27 | 561 | 565.78 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | October 2012 <br> September 2012 August 2012 | 14723 | 20 | 736 | 531.35 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 18509 | 24 | 771 | 505.06 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 17918 | 24 | 747 | 512.24 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A Interval for Pending Orders Delayed Past Due Date Unbundled Loop DS1 Capable Parity |  | 1028 | 6 | 171 | 171.45 | 73 | 5 | 15 | 24.43 | 0.67 |
|  | June 2013 | 913 | 12 | 76 | 138.62 | 14 | 5 | 3 | 51.31 | (0.12) |
|  | May 2013 | 776 | 6 | 129 | 171.45 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 1798 | 8 | 225 | 235.47 | 12 | 3 | 4 | 62.75 | (0.57) |
|  | March 2013 | 1736 | 6 | 289 | 207.08 | 17 | 3 | 6 | 99.26 | 0.29 |
|  | February 2013 | 1610 | 6 | 268 | 207.08 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 1530 | 5 | 306 | 169.94 | 462 | 4 | 116 | 1.71 | (0.20) |
|  | December 2012 | 1467 | 7 | 210 | 187.62 | 934 | 20 | 47 | 4.96 | 0.75 |
|  | November 2012 | 1360 | 4 | 340 | 0 | 571 | 7 | 82 | 3.72 | 0.75 |
|  | October 2012 | 1281 | 5 | 256 | 140.43 | 741 | 28 | 26 | 8.31 | 1.26 |
|  | September 2012 | 1184 | 4 | 296 | 0 | 543 | 15 | 36 | 6.78 | 1.26 |
|  | August 2012 <br> July 2013 | 1108 | 4 | 277 | 0 | 392 | 10 | 39 | 5.20 | 0.88 |
| OP-15A Interval for Pending Orders Delayed Past Due Date Unbundled Loop Analog Parity |  | 1108 | 15 | 74 | 40.44 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 41 | 3 | 14 | 0.58 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 16 | 2 | 8 | 0 | 1976 | 50 | 40 | -0.62 | (1.38) |
|  | April 2013 | 131 | 4 | 33 | 35.28 | 1698 | 48 | 35 | -0.08 | (1.05) |
|  | March 2013 | 68 | 2 | 34 | 39.6 | 1480 | 43 | 34 | -0.01 | (1.01) |
|  | February 2013 | 363 | 3 | 121 | 109.66 | 2238 | 59 | 38 | 2.23 | 0.00 |
|  | January 2013 | 590 | 19 | 31 | 54.31 | 2020 | 47 | 43 | -0.67 | (1.40) |
|  | December 2012 | 600 | 14 | 43 | 48.66 | 2017 | 59 | 34 | 0.50 | (0.57) |
|  | November 2012 | 1558 | 17 | 92 | 108.3 | 1785 | 53 | 34 | 3.36 | 0.53 |
|  | October 2012 | 1323 | 12 | 110 | 106.8 | 1835 | 60 | 31 | 4.73 | 0.88 |
|  | September 2012 | 1130 | 6 | 188 | 23.68 | 1388 | 44 | 32 | 6.53 | 1.26 |
|  | August 2012 | 1107 | 19 | 58 | 78.52 | 1433 | 39 | 37 | 1.36 | (0.24) |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs) Diagnostic | July 2013 | 1 | 2 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 October 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| for Facilities Reasons Residence Diagnostic |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 2 | 4 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 2 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 1 | 3 | 0 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 2 | 3 | 1 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 1 | 3 | 0 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 1 | 2 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed | July 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


| Diagnostic | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 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 |  | 12 | 13 | 1 | 0.2665 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 10 | 11 | 1 | 0.2875 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 8 | 9 | 1 | 0.3143 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 8 | 10 | 1 | 0.4 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 8 | 13 | 1 | 0.4865 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 20 | 21 | 1 | 0.213 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 10 | 18 | 1 | 0.4969 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 35 | 36 | 1 | 0.1643 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 26 | 34 | 1 | 0.4242 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 36 | 52 | 1 | 0.4615 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 21 | 37 | 1 | 0.4954 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 27 | 34 | 1 | 0.4043 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop ADSL Qualified Diagnostic |  | 7 | 8 | , | 0.3307 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 7 | 8 | 1 | 0.3307 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 7 | 8 | , | 0.3307 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 7 | 9 | 1 | 0.4157 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 8 | 10 | , | 0.4 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 8 | 11 | 1 | 0.4454 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 9 | 12 | 1 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 18 | 21 | 1 | 0.3499 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 21 | 27 | 1 | 0.4157 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 20 | 20 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 20 | 24 | 1 | 0.3727 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012July 2013June 2013 | 24 | 24 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable Diagnostic |  | 3 | 6 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 11 | 12 | 1 | 0.2764 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 6 | 6 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 8 | 8 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 4 | 6 | 1 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 4 | 6 | 1 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 5 | 5 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 7 | 7 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 4 | 4 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 5 | 5 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 4 | 4 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 4 | 4 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog Diagnostic |  | 15 | 15 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 3 | 0 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 3 | 4 | 1 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 3 | 0 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 17 | 19 | 1 | 0.3069 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 5 | 14 | 0 | 0.4792 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 8 | 17 | 0 | 0.4991 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 9 | 12 | 1 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 5 | 6 | 1 | 0.3727 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 18 | 19 | 1 | 0.2233 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-17A Timeliness of Disconnects associated with LNP Orders LNP Benchmark 0.9825 | July 2013 | 6019 | 6019 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | June 2013 | 5781 | 5781 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | May 2013 | 4558 | 4558 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | April 2013 | 5354 | 5354 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | March 2013 | 6057 | 6057 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | February 2013 | 4509 | 4509 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | January 2013 | 6616 | 6616 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | December 2012 | 3957 | 3957 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | November 2012 | 5189 | 5189 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | October 2012 | 7188 | 7188 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | September 2012 | 3944 | 3944 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
|  | August 2012 <br> July 2013 <br> June 2013 | 5411 | 5411 | 1 | 0 | 0 | 0 | 0 | 0.00 | (0.05) |
| OP-17B Timeliness of Disconnects associated with LNP Orders LNP Diagnostic |  | 6019 | 6019 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 5781 | 5781 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 4558 | 4558 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 5354 | 5354 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 6057 | 6057 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 4509 | 4509 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 6616 | 6616 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 3957 | 3957 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 5189 | 5189 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 7188 | 7188 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 3944 | 3944 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 5411 | 5411 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-2 Calls Answered within Twenty Seconds - Interconnect Provisioning Center Parity | July 2013June 2013 | 4161 | 4576 | 91\% | 0.2872 | 658295 | 919860 | 72\% | 0.00 | 0.00 |
|  |  | 4118 | 4395 | 94\% | 0.243 | 658295 | 929035 | 71\% | 0.00 | 0.00 |
|  | May 2013 | 4228 | 4450 | 95\% | 0.2177 | 852560 | 1007556 | 85\% | 0.00 | 0.00 |
|  | April 2013 | 4234 | 4571 | 93\% | 0.2613 | 901959 | 1051155 | 86\% | 0.00 | 0.00 |
|  | March 2013 | 4123 | 4554 | 91\% | 0.2927 | 862814 | 1053780 | 82\% | 0.00 | 0.00 |
|  | February 2013 | 3923 | 4262 | 92\% | 0.2706 | 746455 | 995824 | 75\% | 0.00 | 0.00 |
|  | January 2013 | 4346 | 4960 | 88\% | 0.3293 | 756871 | 1268037 | 60\% | 0.00 | 0.00 |
|  | December 2012 | 3842 | 4183 | 92\% | 0.2736 | 533293 | 1037765 | 51\% | 0.00 | 0.00 |
|  | November 2012 | 3909 | 4232 | 92\% | 0.2655 | 822864 | 1089824 | 76\% | 0.00 | 0.00 |
|  | October 2012 | 4466 | 4848 | 92\% | 0.2694 | 981402 | 1221545 | 80\% | 0.00 | 0.00 |
|  | September 2012 | 4006 | 4258 | 94\% | 0.236 | 639621 | 1037404 | 62\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 4638 | 4922 | 94\% | 0.2332 | 757507 | 1246674 | 61\% | 0.00 | 0.00 |
| OP-3A Installation Commitments Met Business Parity |  | 6 | 6 | 100\% | 0 | 702 | 745 | 94\% | -0.60 | (1.37) |
|  |  | 2 | 2 | 100\% | 0 | 727 | 755 | 96\% | -0.28 | (1.17) |
|  |  | 3 | 3 | 100\% | 0 | 723 | 766 | 94\% | -0.42 | (1.26) |
|  |  | 1 | 1 | 100\% | 0 | 701 | 726 | 97\% | -0.19 | (1.11) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0 | 581 | 605 | 96\% | -0.45 | (1.28) |
|  |  | 2 | 2 | 100\% | 0 | 688 | 714 | 96\% | -0.27 | (1.17) |
|  |  | 2 | 2 | 100\% | 0 | 591 | 623 | 95\% | -0.33 | (1.20) |
|  |  | 3 | 3 | 100\% | 0 | 704 | 736 | 96\% | -0.37 | (1.22) |
|  |  | 2 | 2 | 100\% | 0 | 807 | 848 | 95\% | -0.32 | (1.19) |
|  |  | 2 | 2 | 100\% | 0 | 742 | 764 | 97\% | -0.24 | (1.15) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


| OP-3A Installation Commitments Met Residence Parity | July 2013 June 2013 | 3 | 3 | 100\% | 0 | 2908 | 2980 | 98\% | -0.27 | (1.17) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3 | 3 | 100\% | 0 | 2690 | 2760 | 97\% | -0.28 | (1.17) |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 3 | 3 | 100\% | 0 | 2733 | 2817 | 97\% | -0.30 | (1.18) |
|  | February 2013 | 46 | 47 | 98\% | 0.1443 | 2586 | 2680 | 96\% | -0.51 | (1.31) |
|  | January 2013 | 75 | 79 | 95\% | 0.2192 | 2514 | 2598 | 97\% | 0.91 | (0.61) |
|  | December 2012 | 73 | 74 | 99\% | 0.1155 | 2302 | 2378 | 97\% | -0.89 | (1.54) |
|  | November 2012 | 86 | 93 | 92\% | 0.2638 | 2768 | 2850 | 97\% | 2.64 | 0.24 |
|  | October 2012 | 32 | 32 | 100\% | 0 | 1912 | 1991 | 96\% | -1.14 | (1.69) |
|  | September 2012 | 15 | 15 | 100\% | 0 | 1662 | 1741 | 95\% | -0.84 | (1.51) |
|  | August 2012 | 18 | 21 | 86\% | 0.3499 | 2260 | 2352 | 96\% | 2.44 | 0.01 |
| OP-3B Installation Commitments Met Business Parity | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0 | 121 | 124 | 98\% | -0.16 | (1.10) |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 2 | 100\% | 0 | 86 | 90 | 96\% | -0.30 | (1.18) |
|  | January 2013 | 2 | 2 | 100\% | 0 | 85 | 88 | 97\% | -0.26 | (1.16) |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 2 | 2 | 100\% | 0 | 109 | 111 | 98\% | -0.19 | (1.12) |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | - August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3B Installation Commitments Met Residence Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 18 | 19 | 95\% | 0.2233 | 426 | 442 | 96\% | 0.38 | (1.03) |
|  | January 2013 | 12 | 12 | 100\% | 0 | 337 | 349 | 97\% | -0.64 | (1.39) |
|  | December 2012 | 16 | 17 | 94\% | 0.2353 | 307 | 324 | 95\% | 0.11 | (1.17) |
|  | November 2012 | 19 | 19 | 100\% | 0 | 423 | 437 | 97\% | -0.78 | (1.47) |
|  | October 2012 | 3 | 3 | 100\% | 0 | 429 | 438 | 98\% | -0.25 | (1.15) |
|  | September 2012 | 3 | 3 | 100\% | 0 | 272 | 279 | 97\% | -0.28 | (1.17) |
|  | August 2012 | 5 | 5 | 100\% | 0 | 355 | 374 | 95\% | -0.51 | (1.31) |
| OP-3C Installation Commitments Met Business Parity |  | 18 | 18 | 100\% | 0 | 259 | 263 | 98\% | -0.51 | (1.31) |
|  | June 2013 | 4 | 4 | 100\% | 0 | 151 | 152 | 99\% | -0.16 | (1.10) |
|  | May 2013 | 12 | 12 | 100\% | 0 | 209 | 209 | 100\% | 0.00 | 0.00 |
|  | April 2013 | 12 | 12 | 100\% | 0 | 600 | 602 | 100\% | -0.20 | (1.12) |
|  | March 2013 | 10 | 10 | 100\% | 0 | 241 | 241 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 5 | 5 | 100\% | 0 | 159 | 162 | 98\% | -0.30 | (1.18) |
|  | January 2013 | 24 | 24 | 100\% | 0 | 203 | 205 | 99\% | -0.46 | (1.28) |
|  | December 2012 | 6 | 6 | 100\% | 0 | 179 | 180 | 99\% | -0.18 | (1.11) |
|  | November 2012 | 7 | 7 | 100\% | 0 | 198 | 199 | 100\% | -0.18 | (1.11) |
|  | October 2012 | 5 | 5 | 100\% | 0 | 246 | 246 | 100\% | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 100\% | 0 | 152 | 154 | 99\% | -0.11 | (1.07) |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3C Installation Commitments Met Centrex 21 Parity | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3C Installation Commitments Met PBX Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3C Installation Commitments Met Residence Parity | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 2558 | 2561 | 100\% | -0.03 | (1.02) |
|  | May 2013 <br> April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 2899 | 2909 | 100\% | -0.06 | (1.04) |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 55 | 55 | 100\% | 0 | 2576 | 2588 | 100\% | -0.50 | (1.30) |
|  |  | 45 | 45 | 100\% | 0 | 2832 | 2849 | 99\% | -0.52 | (1.31) |
|  | January 2013 <br> December 2012 | 28 | 28 | 100\% | 0 | 2420 | 2434 | 99\% | -0.40 | (1.24) |
|  | November 2012 <br> October 2012 <br> September 2012 | 21 | 21 | 100\% | 0 | 3034 | 3041 | 100\% | -0.22 | (1.13) |
|  |  | 27 | 27 | 100\% | 0 | 3535 | 3541 | 100\% | -0.21 | (1.13) |
|  |  | 12 | 13 | 92\% | 0.2665 | 2945 | 2954 | 100\% | 4.82 | 0.04 |
|  | August 2012 <br> July 2013 | 27 | 27 | 100\% | 0 | 3565 | 3573 | 100\% | -0.25 | (1.15) |
| OP-3D Installation Commitments Met Basic Rate ISDN Parity |  | 5 | 5 | 100\% | 0 | 4 | 6 | 67\% | -1.17 | (1.71) |
|  | June 2013 | 1 | 1 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 100\% | 0 | 7 | 8 | 88\% | -0.36 | (1.22) |
|  | March 2013 | 2 | 2 | 100\% | 0 | 6 | 6 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 100\% | 0 | 8 | 8 | 100\% | 0.00 | 0.00 |
|  | December 2012 | 2 | 2 | 100\% | 0 | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 1 | 1 | 100\% | 0 | 6 | 9 | 67\% | -0.67 | (1.41) |
| OP-3D Installation Commitments Met Dark Fiber-IOF Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met DS0Parity | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 5 | 5 |  | 0 | 11 | 12 |  | -0.57 | (1.34) |
| Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met E911 | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DSO Capable | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Benchmark 0.9 | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| OP-3D Installation Commitments Met | July 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| Enhanced Extended Loops - DS1 Capable | June 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| Benchmark 0.9 | May 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | April 2013 | 14 | 14 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | March 2013 | 11 | 12 | 92\% | 0.2764 | 0 | 0 | 0\% | 0.00 | (0.06) |
|  | February 2013 | 14 | 14 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | January 2013 | 12 | 12 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | December 2012 | 28 | 28 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | November 2012 | 16 | 16 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2012 | 16 | 16 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | September 2012 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2012 | 9 | 10 | 90\% | 0.3 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS3 Capable | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Benchmark 0.9 | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met LIS Trunk Parity |  | 6 | 6 | 100\% | 0 | 11 | 11 | 100\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 1 | 100\% | 0 | 14 | 14 | 100\% | 0.00 | 0.00 |
|  | May 2013 | 6 | 7 | 86\% | 0.3499 | 4 | 4 | 100\% | 0.00 | (1.21) |
|  | April 2013 | 6 | 6 | 100\% | 0 | 6 | 6 | 100\% | 0.00 | 0.00 |
|  | March 2013 | 11 | 11 | 100\% | 0 | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 4 | 4 | 100\% | 0 | 12 | 12 | 100\% | 0.00 | 0.00 |
|  | January 2013 | 9 | 10 | 90\% | 0.3 | 3 | 3 | 100\% | 0.00 | (1.45) |
|  | December 2012 | 3 | 3 | 100\% | 0 | 8 | 8 | 100\% | 0.00 | 0.00 |
|  | November 2012 | 5 | 5 | 100\% | 0 | 13 | 14 | 93\% | -0.53 | (1.32) |
|  | October 2012 | 15 | 16 | 94\% | 0.2421 | 4 | 4 | 100\% | 0.00 | (1.51) |
|  | September 2012 | 10 | 11 | 91\% | 0.2875 | 4 | 4 | 100\% | 0.00 | (1.38) |
|  | August 2012 | 4 | 4 | 100\% | 0 | 11 | 11 | 100\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met PBX <br> Parity | July 2013 <br> June 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 <br> October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met UDIT Above DS1 Level Parity | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Above DS1 Level Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 1 | 1 | 100\% | 0 | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 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 | July 2013 | 322 | 326 | 99\% | 0.1101 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | June 2013 | 267 | 269 | 99\% | 0.0859 | 0 | 0 | 0\% | 0.00 | (0.31) |
|  | May 2013 | 360 | 376 | 96\% | 0.2018 | 0 | 0 | 0\% | 0.00 | (0.19) |
|  | April 2013 | 371 | 393 | 94\% | 0.2299 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | March 2013 | 395 | 411 | 96\% | 0.1934 | 0 | 0 | 0\% | 0.00 | (0.20) |
|  | February 2013 | 283 | 287 | 99\% | 0.1172 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | January 2013 | 305 | 316 | 97\% | 0.1833 | 0 | 0 | 0\% | 0.00 | (0.22) |
|  | December 2012 | 275 | 277 | 99\% | 0.0847 | 0 | 0 | 0\% | 0.00 | (0.31) |


|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 307 | 308 | 100\% | 0.0569 | 0 | 0 | 0\% | 0.00 | (0.32) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 402 | 411 | 98\% | 0.1463 | 0 | 0 | 0\% | 0.00 | (0.26) |
|  |  | 249 | 250 | 100\% | 0.0631 | 0 | 0 | 0\% | 0.00 | (0.32) |
|  |  | 306 | 308 | 99\% | 0.0803 | 0 | 0 | 0\% | 0.00 | (0.31) |
| OP-3D Installation Commitments Met Unbundled Loop - ADSL Qualified Benchmark 0.9 | August 2012 <br> July 2013 <br> June 2013 | 50 | 50 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 100 | 102 | 98\% | 0.1386 | 0 | 0 | 0\% | 0.00 | (0.27) |
|  | May 2013 | 90 | 93 | 97\% | 0.1767 | 0 | 0 | 0\% | 0.00 | (0.23) |
|  | April 2013 | 69 | 69 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | March 2013 | 87 | 87 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | February 2013 | 66 | 68 | 97\% | 0.169 | 0 | 0 | 0\% | 0.00 | (0.24) |
|  | January 2013 | 50 | 51 | 98\% | 0.1386 | 0 | 0 | 0\% | 0.00 | (0.27) |
|  | December 2012 | 74 | 75 | 99\% | 0.1147 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | November 2012 | 84 | 86 | 98\% | 0.1507 | 0 | 0 | 0\% | 0.00 | (0.26) |
|  | October 2012 | 112 | 117 | 96\% | 0.2023 | 0 | 0 | 0\% | 0.00 | (0.19) |
|  | September 2012 | 90 | 93 | 97\% | 0.1767 | 0 | 0 | 0\% | 0.00 | (0.23) |
|  | August 2012 <br> July 2013 | 118 | 123 | 96\% | 0.1975 | 0 | 0 | 0\% | 0.00 | (0.20) |
| OP-3D Installation Commitments Met Unbundled Loop - DS1 Capable Parity |  | 117 | 128 | 91\% | 0.2803 | 4 | 4 | 100\% | 0.00 | (1.32) |
|  | June 2013 | 82 | 83 | 99\% | 0.1091 | 19 | 19 | 100\% | 0.00 | (1.54) |
|  | May 2013 | 128 | 131 | 98\% | 0.1496 | 3 | 4 | 75\% | -1.03 | (1.63) |
|  | April 2013 | 110 | 112 | 98\% | 0.1324 | 6 | 7 | 86\% | -0.92 | (1.56) |
|  | March 2013 | 110 | 110 | 100\% | 0 | 12 | 13 | 92\% | -0.98 | (1.60) |
|  | February 2013 | 85 | 90 | 94\% | 0.2291 | 2 | 4 | 50\% | -1.74 | (2.06) |
|  | January 2013 | 98 | 107 | 92\% | 0.2776 | 6 | 7 | 86\% | -0.43 | (1.26) |
|  | December 2012 | 77 | 77 | 100\% | 0 | 8 | 11 | 73\% | -1.90 | (2.16) |
|  | November 2012 | 95 | 102 | 93\% | 0.2528 | 18 | 25 | 72\% | -2.11 | (2.28) |
|  | October 2012 | 89 | 90 | 99\% | 0.1048 | 29 | 32 | 91\% | -1.38 | (1.84) |
|  | September 2012 | 102 | 102 | 100\% | 0 | 12 | 15 | 80\% | -1.81 | (2.10) |
|  | August 2012 | 109 | 128 | 85\% | 0.3555 | 10 | 12 | 83\% | -0.16 | (1.10) |
| OP-3D Installation Commitments Met Unbundled Loop - XDSLi Benchmark 0.9 | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 <br> January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 <br> November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 <br> October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| OP-3D Installation Commitments Met Unbundled Loop Analog Benchmark 0.9 | July 2013 | 204 | 215 | 95\% | 0.2203 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | June 2013May 2013 | 400 | 411 | 97\% | 0.1614 | 0 | 0 | 0\% | 0.00 | (0.24) |
|  |  | 410 | 415 | 99\% | 0.1091 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | April 2013 | 269 | 278 | 97\% | 0.177 | 0 | 0 | 0\% | 0.00 | (0.23) |
|  | March 2013 <br> February 2013 | 246 | 249 | 99\% | 0.1091 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  |  | 208 | 219 | 95\% | 0.2184 | 0 | 0 | 0\% | 0.00 | (0.17) |
|  | February 2013 <br> January 2013 | 190 | 194 | 98\% | 0.1421 | 0 | 0 | 0\% | 0.00 | (0.26) |
|  | December 2012 | 224 | 229 | 98\% | 0.1461 | 0 | 0 | 0\% | 0.00 | (0.26) |
|  | November 2012 | 205 | 217 | 94\% | 0.2286 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | October 2012 | 276 | 289 | 96\% | 0.2073 | 0 | 0 | 0\% | 0.00 | (0.18) |
|  | September 2012 <br> August 2012 | 194 | 208 | 93\% | 0.2506 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 390 | 408 | 96\% | 0.2054 | 0 | 0 | 0\% | 0.00 | (0.19) |
| OP-3D Installation Commitments Met | July 2013 | 10 | 10 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |


| Unbundled Loop Conditioned Benchmark 0.9 | June 2013 | 17 | 19 | 89\% | 0.3069 | 0 | 0 | 0\% | 0.00 | 0.02 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | May 2013 | 14 | 30 | 47\% | 0.4989 | 0 | 0 | 0\% | 0.00 | 1.44 |
|  | April 2013 | 8 | 8 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | March 2013 | 11 | 13 | 85\% | 0.3608 | 0 | 0 | 0\% | 0.00 | 0.18 |
|  | February 2013 | 14 | 18 | 78\% | 0.4157 | 0 | 0 | 0\% | 0.00 | 0.41 |
|  | January 2013 | 2 | 11 | 18\% | 0.3857 | 0 | 0 | 0\% | 0.00 | 2.39 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 17 | 19 | 89\% | 0.3069 | 0 | 0 | 0\% | 0.00 | 0.02 |
|  | October 2012 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | September 2012 | 3 | 5 | 60\% | 0.4899 | 0 | 0 | 0\% | 0.00 | 1.00 |
|  | August 2012 | 18 | 22 | 82\% | 0.3857 | 0 | 0 | 0\% | 0.00 | 0.27 |
| OP-3E Installation Commitments Met Basic Rate ISDN Parity | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 2 | 2 | 100\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 <br> November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 18 | 18 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | June 2013 <br> May 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 4 | 5 | 80\% | 0.4 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 <br> November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3E Installation Commitments Met Enhanced Extended Loops - DS1 Capable Benchmark 0.9 | July 2013 | 28 | 32 | 88\% | 0.3307 | 0 | 0 | 0\% | 0.00 | 0.08 |
|  | June 2013 | 26 | 29 | 90\% | 0.3045 | 0 | 0 | 0\% | 0.00 | 0.01 |
|  | May 2013 | 22 | 25 | 88\% | 0.325 | 0 | 0 | 0\% | 0.00 | 0.07 |
|  | April 2013 | 35 | 37 | 95\% | 0.2261 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | March 2013 | 35 | 36 | 97\% | 0.1643 | 0 | 0 | 0\% | 0.00 | (0.24) |
|  | February 2013 | 23 | 23 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |


|  | January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 33 | 33 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 25 | 25 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 39 | 39 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 37 | 37 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 38 | 38 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 38 | 38 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| OP-3E Installation Commitments Met Enhanced Extended Loops - DS3 Capable Benchmark 0.9 | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3E Installation Commitments Met ISDNPrimary Parity | July 2013 | 0 | 0 |  | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0 | 25 | 26 | 96\% | -0.33 | (1.20) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3E Installation Commitments Met LIS Trunk Parity | July 2013 <br> June 2013 | 2 | 2 | 100\% | 0.00 | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0.00 | 7 | 7 | 100\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 5 | 5 | 100\% | 0.00 | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00 | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 8 | 8 | 100\% | 0.00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 6 | 6 | 100\% | 0.00 | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0.00 | 5 | 5 | 100\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00 | 17 | 17 | 100\% | 0.00 | 0.00 |
|  |  | 12 | 12 | 100\% | 0.00 | 19 | 19 | 100\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0.00 | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 10 | 11 | 91\% | -0.41 | (1.25) |
|  | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 2 | 3 | 67\% | -0.77 | (1.47) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |



|  | March 2013 | 25 | 26 | 96\% | 0.1923 | 0 | 0 | 0\% | 0.00 | (0.21) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | February 2013 | 43 | 43 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | January 2013 | 30 | 30 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | December 2012 | 17 | 17 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | November 2012 | 15 | 15 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2012 | 34 | 36 | 94\% | 0.2291 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | September 2012 | 20 | 20 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2012 | 18 | 18 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| OP-3E Installation Commitments Met | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop Conditioned Benchmark | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| 0.9 | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | January 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 7 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 3.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| OP-4A Installation Interval Business Parity | July 2013 | 2 | 2 | 100\% | 0 | 2361 | 512 | 461\% | -0.64 | (1.39) |
|  | June 2013 | 5 | 2 | 250\% | 0.71 | 2217 | 494 | 449\% | -0.37 | (1.23) |
|  | May 2013 | 4 | 2 | 200\% | 0 | 2045 | 522 | 392\% | -0.51 | (1.31) |
|  | April 2013 | 3 | 1 | 300\% | 0 | 2020 | 506 | 399\% | -0.20 | (1.12) |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 1 | 200\% | 0 | 1751 | 423 | 414\% | -0.42 | (1.26) |
|  | January 2013 | 3 | 2 | 150\% | 0.71 | 1826 | 512 | 357\% | -0.73 | (1.44) |
|  | December 2012 | 1 | 1 | 100\% | 0 | 1789 | 427 | 419\% | -0.55 | (1.33) |
|  | November 2012 | 6 | 3 | 200\% | 1 | 2158 | 508 | 425\% | -0.72 | (1.44) |
|  | October 2012 | 4 | 2 | 200\% | 1.41 | 2594 | 604 | 429\% | -0.43 | (1.26) |
|  | September 2012 | 3 | 2 | 150\% | 0.71 | 3984 | 739 | 539\% | -0.96 | (1.58) |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-4A Installation Interval Residence | July 2013 | 3 | 1 | 300\% | 0 | 7232 | 2270 | 319\% | -0.07 | (1.04) |
| Parity | June 2013 | 3 | 1 | 300\% | 0 | 6539 | 2016 | 324\% | -0.06 | (1.04) |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 9 | 3 | 300\% | 0 | 7002 | 2161 | 324\% | -0.12 | (1.07) |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 40 | 13 | 308\% | 2.18 | 6732 | 2060 | 327\% | -0.25 | (1.15) |
|  | December 2012 | 48 | 14 | 343\% | 1.55 | 6401 | 1843 | 347\% | -0.06 | (1.03) |
|  | November 2012 | 60 | 20 | 300\% | 1.69 | 7270 | 2183 | 333\% | -0.42 | (1.25) |
|  | October 2012 | 39 | 18 | 217\% | 0.79 | 4765 | 1784 | 267\% | -0.78 | (1.47) |
|  | September 2012 | 41 | 14 | 293\% | 0.27 | 4494 | 1638 | 274\% | 0.27 | (0.57) |
|  | August 2012 | 76 | 21 | 362\% | 2.44 | 6587 | 2259 | 292\% | 1.21 | (0.26) |
| OP-4B Installation Interval Business Parity | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 1 | 0 | 281 | 87 | 3 | -0.73 | (1.44) |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 3 | 1 | 3 | 0 | 195 | 62 | 3 | -0.05 | (1.03) |
|  | January 2013 | 4 | 2 | 2 | 0 | 254 | 67 | 4 | -0.52 | (1.31) |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |



|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | April 2013 | 1 | 1 | 1 | 0 | 14 | 4 | 4 | -3.87 | (3.35) |
|  | March 2013 | 6 | 2 | 3 | 0 | 38 | 5 | 8 | -0.90 | (1.55) |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 3 | 1 | 3 | 0 | 17 | 3 | 6 | -4.00 | (3.43) |
|  | December 2012 | 4 | 1 | 4 | 0 | 5 | 1 | 5 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 4 | 1 | 4 | 0 | 73 | 6 | 12 | -0.55 | (1.34) |
| OP-4D Installation Interval Dark Fiber - IOF | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Diagnostic | June 2013 | 26 | 2 | 13 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D Installation Interval DS0 Parity | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 25 | 5 | 5 | 0 | 43 | 10 | 4 | 0.96 | (0.45) |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D Installation Interval E911 Parity | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 11 | 1 | 11 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 24 | 2 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 24 | 2 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Extended Loops - DSO Capable Diagnostic | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 25 | 5 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6 |  | 10 | 2 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 15 | 3 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  |  | 7 | 2 | 4 | 2.12 | 0 | 0 | 0 | 0.00 | (1.25) |
|  |  | 31 | 7 | 4 | 1.51 | 0 | 0 | 0 | 0.00 | (0.79) |
|  |  | 21 | 4 | 5 | 1.26 | 0 | 0 | 0 | 0.00 | (0.38) |
|  |  | 40 | 8 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  |  | 15 | 3 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  |  | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  |  | 36 | 8 | 5 | 0.93 | 0 | 0 | 0 | 0.00 | (0.75) |
|  |  | 46 | 11 | 4 | 1.47 | 0 | 0 | 0 | 0.00 | (0.91) |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 30 | 5 | 6 | 4.58 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D Installation Interval Enhanced Extended Loops - DS3 Capable Diagnostic |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D Installation Interval PBX Parity | July 2013June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D Installation Interval UDIT Above DS1 Level Parity | July 2013June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 3 | 1 | 3 | 0 | 11 | 1 | 11 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 <br> August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


| OP-4D Installation Interval Unbundled Loop 2 Wire Non-Loaded Benchmark 6 | July 2013 | 596 | 199 | 3 | 1.08 | 0 | 0 | 0 | 0 (150) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | June 2013 | 446 | 159 | 3 | 3.34 | 0 | 0 | 0 | 0.00 | (1.60) |
|  | May 2013 | 768 | 263 | 3 | 0.81 | 0 | 0 | 0 | 0.00 | (1.54) |
|  | April 2013 | 673 | 243 | 3 | 0.66 | 0 | 0 | 0 | 0.00 | (1.62) |
|  | March 2013 | 665 | 215 | 3 | 1.02 | 0 | 0 | 0 | 0.00 | (1.45) |
|  | February 2013 | 409 | 151 | 3 | 0.63 | 0 | 0 | 0 | 0.00 | (1.65) |
|  | January 2013 | 590 | 205 | 3 | 1.08 | 0 | 0 | 0 | 0.00 | (1.56) |
|  | December 2012 | 536 | 183 | 3 | 0.62 | 0 | 0 | 0 | 0.00 | (1.54) |
|  | November 2012 | 520 | 184 | 3 | 1 | 0 | 0 | 0 | 0.00 | (1.59) |
|  | October 2012 | 811 | 286 | 3 | 1 | 0 | 0 | 0 | 0.00 | (1.58) |
|  | September 2012 | 435 | 160 | 3 | 0.57 | 0 | 0 | 0 | 0.00 | (1.64) |
|  | August 2012 | 427 | 162 | 3 | 0.9 | 0 | 0 | 0 | 0.00 | (1.68) |
|  | July 2013 | 119 | 42 | 3 | 0.49 | 0 | 0 | 0 | 0.00 | (1.58) |
|  | June 2013 | 217 | 80 | 3 | 0.64 | 0 | 0 | 0 | 0.00 | (1.64) |
| ADSL Qualified Benchmark 6 |  | 233 | 78 | 3 | 0.93 | 0 | 0 | 0 | 0.00 | (1.51) |
|  | April 2013 | 175 | 63 | 3 | 0.63 | 0 | 0 | 0 | 0.00 | (1.61) |
|  | March 2013 <br> February 2013 | 230 | 81 | 3 | 0.49 | 0 | 0 | 0 | 0.00 | (1.58) |
|  |  | 189 | 55 | 3 | 2.89 | 0 | 0 | 0 | 0.00 | (1.28) |
|  | January 2013 <br> December 2012 | 122 | 39 | 3 | 1.66 | 0 | 0 | 0 | 0.00 | (1.44) |
|  |  | 180 | 60 | 3 | 0.9 | 0 | 0 | 0 | 0.00 | (1.50) |
|  | November 2012 | 228 | 74 | 3 | 0.7 | 0 | 0 | 0 | 0.00 | (1.46) |
|  | October 2012 <br> September 2012 | 298 | 89 | 3 | 2.59 | 0 | 0 | 0 | 0.00 | (1.33) |
|  |  | 255 | 73 | 3 | 4.22 | 0 | 0 | 0 | 0.00 | (1.25) |
|  | August 2012 <br> July 2013 | 264 | 88 | 3 | 0.4 | 0 | 0 | 0 | 0.00 | (1.50) |
|  |  | 677 | 124 | 5 | 2.56 | 0 | 0 | 0 | 0.00 | (0.02) |
|  | June 2013 | 361 | 76 | 5 | 0.95 | 0 | 0 | 0 | 0.00 | (0.41) |
| DS1 Capable Benchmark 5.5 | May 2013 | 576 | 127 | 5 | 1.29 | 0 | 0 | 0 | 0.00 | (0.53) |
|  | April 2013 | 508 | 103 | 5 | 2.49 | 0 | 0 | 0 | 0.00 | (0.31) |
|  | March 2013 | 463 | 99 | 5 | 0.77 | 0 | 0 | 0 | 0.00 | (0.45) |
|  | February 2013 | 351 | 72 | 5 | 2.12 | 0 | 0 | 0 | 0.00 | (0.34) |
|  | January 2013 | 490 | 92 | 5 | 5.11 | 0 | 0 | 0 | 0.00 | (0.09) |
|  | December 2012 | 270 | 64 | 4 | 1.12 | 0 | 0 | 0 | 0.00 | (0.70) |
|  | November 2012 | 343 | 78 | 4 | 2.19 | 0 | 0 | 0 | 0.00 | (0.60) |
|  |  | 296 | 69 | 4 | 1.07 | 0 | 0 | 0 | 0.00 | (0.66) |
|  | October 2012 <br> September 2012 | 382 | 88 | 4 | 1.06 | 0 | 0 | 0 | 0.00 | (0.63) |
| OP-4D Installation Interval Unbundled LoopXDSLi Benchmark 6 | August 2012July 2013 | 557 | 114 | 5 | 2.33 | 0 | 0 | 0 | 0.00 | (0.33) |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| XDSLi Benchmark 6 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 <br> August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 6 | 2 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| OP-4D Installation Interval Unbundled Loop <br> Analog Benchmark 6 | July 2013 | 773 | 176 | 4 | 1.41 | 0 | 0 | 0 | 0.00 | (0.80) |
|  | June 2013 | 1590 | 330 | 5 | 0.92 | 0 | 0 | 0 | 0.00 | (0.59) |
|  | May 2013 | 1222 | 293 | 4 | 1.07 | 0 | 0 | 0 | 0.00 | (0.91) |
|  | April 2013 | 904 | 198 | 5 | 0.98 | 0 | 0 | 0 | 0.00 | (0.72) |
|  | March 2013 | 843 | 181 | 5 | 1.07 | 0 | 0 | 0 | 0.00 | (0.67) |


|  | February 2013 January 2013 December 2012 November 2012 October 2012 September 2012 | 900 | 177 | 5 | 2.74 | 0 | 0 | 0 | 0.00 | (0.46) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 764 | 167 | 5 | 0.94 | 0 | 0 | 0 | 0.00 | (0.71) |
|  |  | 786 | 171 | 5 | 1.14 | 0 | 0 | 0 | 0.00 | (0.70) |
|  |  | 926 | 186 | 5 | 0.7 | 0 | 0 | 0 | 0.00 | (0.51) |
|  |  | 1156 | 236 | 5 | 1.03 | 0 | 0 | 0 | 0.00 | (0.55) |
|  |  | 1040 | 177 | 6 | 4.37 | 0 | 0 | 0 | 0.00 | (0.06) |
|  |  | 1381 | 278 | 5 | 0.89 | 0 | 0 | 0 | 0.00 | (0.52) |
| OP-4D Installation Interval Unbundled Loop Conditioned Benchmark 15 | July 2013 | 150 | 10 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 132 | 11 | 12 | 3.55 | 0 | 0 | 0 | 0.00 | (0.60) |
|  | May 2013 | 354 | 22 | 16 | 0.81 | 0 | 0 | 0 | 0.00 | 0.22 |
|  | April 2013 | 114 | 8 | 14 | 2.12 | 0 | 0 | 0 | 0.00 | (0.15) |
|  | March 2013 | 100 | 6 | 17 | 2.58 | 0 | 0 | 0 | 0.00 | 0.33 |
|  | February 2013 | 156 | 10 | 16 | 1.26 | 0 | 0 | 0 | 0.00 | 0.12 |
|  | January 2013 | 67 | 5 | 13 | 6.66 | 0 | 0 | 0 | 0.00 | (0.32) |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 190 | 14 | 14 | 5.02 | 0 | 0 | 0 | 0.00 | (0.29) |
|  | October 2012 | 30 | 2 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 94 | 4 | 24 | 9.81 | 0 | 0 | 0 | 0.00 | 1.70 |
|  | August 2012 | 341 | 21 | 16 | 1.61 | 0 | 0 | 0 | 0.00 | 0.25 |
| OP-4E Installation Interval E911 Parity | July 2013 | 84 | 7 | 12 | 0 | 84 | 7 | 12 | 0.00 | 0.00 |
|  | June 2013 | 313 | 26 | 12 | 0.45 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 24 | 2 | 12 | 0 | 36 | 3 | 12 | 0.00 | 0.00 |
|  | April 2013 | 72 | 6 | 12 | 0 | 492 | 41 | 12 | 0.00 | 0.00 |
|  | March 2013 | 50 | 4 | 13 | 0.58 | 48 | 4 | 12 | 0.00 | 0.00 |
|  | February 2013 | 37 | 3 | 12 | 0.58 | 24 | 2 | 12 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 24 | 2 | 12 | 0 | 12 | 1 | 12 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 40 | 4 | 10 | 2.31 | 12 | 1 | 12 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4E Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6 |  | 118 | 24 | 5 | 0.97 | 0 | 0 | 0 | 0.00 | (0.54) |
|  | June 2013 | 120 | 25 | 5 | 1.22 | 0 | 0 | 0 | 0.00 | (0.60) |
|  | May 2013 | 86 | 18 | 5 | 1.11 | 0 | 0 | 0 | 0.00 | (0.61) |
|  | April 2013 | 163 | 31 | 5 | 1.84 | 0 | 0 | 0 | 0.00 | (0.37) |
|  | March 2013 | 129 | 33 | 4 | 1.18 | 0 | 0 | 0 | 0.00 | (1.05) |
|  | February 2013 | 66 | 15 | 4 | 1.24 | 0 | 0 | 0 | 0.00 | (0.80) |
|  | January 2013 | 80 | 18 | 4 | 0.86 | 0 | 0 | 0 | 0.00 | (0.78) |
|  | December 2012 | 48 | 13 | 4 | 0.85 | 0 | 0 | 0 | 0.00 | (1.15) |
|  | November 2012 | 127 | 28 | 5 | 0.84 | 0 | 0 | 0 | 0.00 | (0.73) |
|  | October 2012 | 116 | 27 | 4 | 1.03 | 0 | 0 | 0 | 0.00 | (0.85) |
|  | September 2012 | 62 | 17 | 4 | 1.58 | 0 | 0 | 0 | 0.00 | (1.18) |
|  | August 2012 | 133 | 30 | 4 | 0.77 | 0 | 0 | 0 | 0.00 | (0.78) |
| OP-4E Installation Interval Enhanced Extended Loops - DS3 Capable Diagnostic | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 4 | 1 | 4 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |



|  | April 2013 | 172 | 27 | 6 | 6.59 | 0 | 0 | 0 | 0.00 | 0.47 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | March 2013 | 45 | 9 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
|  | February 2013 | 72 | 15 | 5 | 1.26 | 0 | 0 | 0 | 0.00 | (0.38) |
|  | January 2013 | 44 | 8 | 6 | 2.27 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 14 | 4 | 4 | 1 | 0 | 0 | 0 | 0.00 | (1.09) |
|  | November 2012 | 45 | 10 | 5 | 2.64 | 0 | 0 | 0 | 0.00 | (0.55) |
|  | October 2012 | 73 | 14 | 5 | 1.48 | 0 | 0 | 0 | 0.00 | (0.16) |
|  | September 2012 | 42 | 9 | 5 | 0.71 | 0 | 0 | 0 | 0.00 | (0.45) |
|  | August 2012 | 36 | 6 | 6 | 5.02 | 0 | 0 | 0 | 0.00 | 0.27 |
| OP-4E Installation Interval Unbundled Loop | July 2013 | 44 | 13 | 3 | 1.71 | 0 | 0 | 0 | 0.00 | (1.31) |
| Analog Benchmark 6 | June 2013 | 164 | 33 | 5 | 0.95 | 0 | 0 | 0 | 0.00 | (0.52) |
|  | May 2013 | 122 | 28 | 4 | 1.1 | 0 | 0 | 0 | 0.00 | (0.82) |
|  | April 2013 | 75 | 15 | 5 | 0.76 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | March 2013 | 107 | 19 | 6 | 0.76 | 0 | 0 | 0 | 0.00 | (0.18) |
|  | February 2013 | 120 | 24 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | January 2013 | 65 | 17 | 4 | 1.01 | 0 | 0 | 0 | 0.00 | (1.09) |
|  | December 2012 | 25 | 5 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | November 2012 | 75 | 15 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | October 2012 | 183 | 36 | 5 | 0.87 | 0 | 0 | 0 | 0.00 | (0.46) |
|  | September 2012 | 78 | 16 | 5 | 0.5 | 0 | 0 | 0 | 0.00 | (0.56) |
|  | August 2012 | 78 | 16 | 5 | 0.5 | 0 | 0 | 0 | 0.00 | (0.56) |
| OP-4E Installation Interval Unbundled Loop | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Conditioned Benchmark 15 | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 30 | 2 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 30 | 2 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 105 | 7 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 15 | 1 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-5A New Service Installation Quality | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reported to Repair Basic Rate ISDN Parity | June 2013 | 1 | 1 | 1 | 0 | 7 | 7 | 1 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 1 | 0 | 8 | 8 | 1 | 0.00 | 0.00 |
|  | March 2013 | 2 | 2 | 1 | 0 | 6 | 6 | 1 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 1 | 0 | 7 | 8 | 1 | -0.36 | (1.22) |
|  | December 2012 | 2 | 2 | 1 | 0 | 3 | 3 | 1 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 1 | 0 | 14 | 15 | 1 | -0.26 | (1.16) |
|  | August 2012 | 1 | 1 | 1 | 0 | 12 | 12 | 1 | 0.00 | 0.00 |
| OP-5A New Service Installation Quality | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reported to Repair Business Parity | June 2013 | 5 | 6 | 1 | 0.3727 | 950 | 1004 | 1 | 1.22 | (0.66) |
|  | May 2013 | 16 | 16 | 1 | 0 | 1053 | 1102 | 1 | -0.86 | (1.52) |
|  | April 2013 | 13 | 13 | 1 | 0 | 1383 | 1442 | 1 | -0.74 | (1.45) |
|  | March 2013 | 10 | 10 | 1 | 0 | 1023 | 1081 | 1 | -0.75 | (1.46) |
|  | February 2013 | 12 | 12 | 1 | 0 | 790 | 856 | 1 | -0.99 | (1.60) |
|  | January 2013 | 27 | 28 | 1 | 0.1856 | 953 | 1010 | 1 | -0.47 | (1.28) |
|  | December 2012 | 8 | 8 | 1 | 0 | 832 | 881 | 1 | -0.68 | (1.42) |


|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 10 | 10 | 1 | 0 | 964 | 1014 | 1 | -0.72 | (1.44) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 9 | 9 | 1 | 0 | 1139 | 1211 | 1 | -0.75 | (1.46) |
|  |  | 2 | 3 | 1 | 0.4714 | 945 | 1003 | 1 | 2.04 | (0.41) |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Centrex 21 Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 100\% | 0 | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Dark Fiber - IOF Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair DSO Parity | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0 | 21 | 21 | 100\% | 0.00 | 0.00 |
|  | May 2013 | 2 | 2 | 100\% | 0 | 8 | 9 | 89\% | -0.45 | (1.27) |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair E911 Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 36 | 36 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0 | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 6 | 6 | 100\% | 0 | 41 | 41 | 100\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 7 | 7 | 100\% | 0 | 5 | 5 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 15 | 15 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 19 | 19 | 100\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0 | 15 | 15 | 100\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0 | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


| Reported to Repair Enhanced Extended Loops - DSO Capable Diagnostic | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS1 Capable Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 31 | 33 | 94\% | 0.2386 | 29 | 31 | 94\% | -0.06 | (1.04) |
|  |  | 23 | 27 | 85\% | 0.3552 | 18 | 21 | 86\% | 0.05 | (1.22) |
|  |  | 49 | 51 | 96\% | 0.1941 | 14 | 14 | 100\% | 0.00 | (1.17) |
|  |  | 47 | 48 | 98\% | 0.1428 | 17 | 18 | 94\% | -0.55 | (1.33) |
|  |  | 34 | 37 | 92\% | 0.273 | 21 | 22 | 95\% | 0.64 | (1.03) |
|  |  | 42 | 45 | 93\% | 0.2494 | 34 | 35 | 97\% | 1.01 | (0.86) |
|  |  | 53 | 53 | 100\% | 0 | 15 | 15 | 100\% | 0.00 | 0.00 |
|  |  | 53 | 56 | 95\% | 0.2252 | 73 | 75 | 97\% | 0.95 | (0.79) |
|  |  | 52 | 54 | 96\% | 0.1889 | 58 | 58 | 100\% | 0.00 | (0.55) |
|  |  | 38 | 40 | 95\% | 0.2179 | 47 | 48 | 98\% | 0.95 | (0.89) |
|  |  | 44 | 48 | 92\% | 0.2764 | 17 | 19 | 89\% | -0.26 | (1.16) |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS3 Capable Diagnostic | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair ISDN Primary Parity | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 3 | 67\% | 0.4714 | 56 | 56 | 100\% | 0.00 | (0.00) |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair LIS Trunk Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 6 | 6 | 100\% | 0 | 22 | 22 | 100\% | 0.00 | 0.00 |
|  |  | 12 | 12 | 100\% | 0 | 6 | 6 | 100\% | 0.00 | 0.00 |
|  |  | 8 | 8 | 100\% | 0 | 7 | 7 | 100\% | 0.00 | 0.00 |
|  |  | 19 | 19 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 6 | 6 | 100\% | 0 | 16 | 16 | 100\% | 0.00 | 0.00 |


|  | January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 18 | 18 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 8 | 8 | 100\% | 0 | 13 | 13 | 100\% | 0.00 | 0.00 |
|  |  | 9 | 9 | 100\% | 0 | 32 | 32 | 100\% | 0.00 | 0.00 |
|  |  | 29 | 29 | 100\% | 0 | 24 | 24 | 100\% | 0.00 | 0.00 |
|  |  | 15 | 15 | 100\% | 0 | 8 | 8 | 100\% | 0.00 | 0.00 |
|  |  | 6 | 6 | 100\% | 0 | 22 | 22 | 100\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair PBX Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 3 | 3 | 100\% | 0 | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Residence Parity | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 4 | 75\% | 0.433 | 5192 | 5765 | 90\% | 1.01 | (0.75) |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 100\% | 0 | 5736 | 6292 | 91\% | -0.31 | (1.19) |
|  | March 2013 | 3 | 3 | 100\% | 0 | 5401 | 5955 | 91\% | -0.55 | (1.34) |
|  | February 2013 | 121 | 121 | 100\% | 0 | 5193 | 5722 | 91\% | -3.47 | (3.11) |
|  | January 2013 | 130 | 136 | 96\% | 0.2054 | 5233 | 5804 | 90\% | -2.10 | (2.28) |
|  | December 2012 | 110 | 119 | 92\% | 0.2644 | 4639 | 5140 | 90\% | -0.79 | (1.48) |
|  | November 2012 | 122 | 133 | 92\% | 0.2754 | 5670 | 6335 | 90\% | -0.83 | (1.50) |
|  | October 2012 | 57 | 62 | 92\% | 0.2723 | 5321 | 5972 | 89\% | -0.71 | (1.43) |
|  | September 2012 | 28 | 31 | 90\% | 0.2957 | 4448 | 4980 | 89\% | -0.18 | (1.11) |
|  | August 2012 | 49 | 53 | 92\% | 0.2642 | 5670 | 6301 | 90\% | -0.60 | (1.36) |
| OP-5A New Service Installation Quality Reported to Repair UDIT Above DS1 Level Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 5 | 5 | 100\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - 2 Wire Non-Loaded Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 276 | 290 | 95\% | 0.2143 | 7 | 7 | 100\% | 0.00 | (1.34) |
|  |  | 401 | 410 | 98\% | 0.1465 | 7 | 7 | 100\% | 0.00 | (1.65) |
|  |  | 404 | 406 | 100\% | 0.07 | 8 | 8 | 100\% | 0.00 | (2.08) |
|  |  | 402 | 426 | 94\% | 0.2306 | 6 | 6 | 100\% | 0.00 | (1.33) |
|  |  | 296 | 302 | 98\% | 0.1395 | 4 | 4 | 100\% | 0.00 | (1.87) |
|  |  | 335 | 337 | 99\% | 0.0768 | 7 | 8 | 88\% | -1.01 | (1.61) |
|  |  | 274 | 280 | 98\% | 0.1448 | 3 | 3 | 100\% | 0.00 | (1.93) |
|  |  | 322 | 340 | 95\% | 0.2239 | 5 | 5 | 100\% | 0.00 | (1.44) |
|  |  | 419 | 428 | 98\% | 0.1435 | 8 | 8 | 100\% | 0.00 | (1.62) |
|  |  | 251 | 253 | 99\% | 0.0886 | 14 | 15 | 93\% | -0.89 | (1.54) |


|  | August 2012 <br> July 2013 <br> June 2013 | 324 | 335 | 97\% | 0.1782 | 12 | 12 | 100\% | 0.00 | (1.28) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - ADSL Qualified Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 102 | 112 | 91\% | 0.2852 | 7 | 7 | 100\% | 0.00 | (1.05) |
|  | May 2013 | 103 | 106 | 97\% | 0.1658 | 7 | 7 | 100\% | 0.00 | (1.57) |
|  | April 2013 | 73 | 75 | 97\% | 0.1611 | 8 | 8 | 100\% | 0.00 | (1.55) |
|  | March 2013 | 94 | 95 | 99\% | 0.1021 | 6 | 6 | 100\% | 0.00 | (1.95) |
|  | February 2013 | 76 | 81 | 94\% | 0.2407 | 4 | 4 | 100\% | 0.00 | (1.47) |
|  | January 2013 | 59 | 62 | 95\% | 0.2146 | 7 | 8 | 88\% | -0.62 | (1.37) |
|  | December 2012 | 78 | 84 | 93\% | 0.2575 | 3 | 3 | 100\% | 0.00 | (1.52) |
|  | November 2012 | 98 | 101 | 97\% | 0.1698 | 5 | 5 | 100\% | 0.00 | (1.67) |
|  | October 2012 | 116 | 123 | 94\% | 0.2317 | 8 | 8 | 100\% | 0.00 | (1.21) |
|  | September 2012 | 97 | 100 | 97\% | 0.1706 | 14 | 15 | 93\% | -0.53 | (1.32) |
|  | August 2012 | 134 | 141 | 95\% | 0.2172 | 12 | 12 | 100\% | 0.00 | (1.09) |
| OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - DS1 Capable Parity | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 97 | 103 | 94\% | 0.2342 | 31 | 33 | 94\% | -0.05 | (1.03) |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 134 | 145 | 92\% | 0.2648 | 22 | 24 | 92\% | -0.12 | (1.07) |
|  |  | 140 | 146 | 96\% | 0.1985 | 17 | 17 | 100\% | 0.00 | (1.02) |
|  |  | 117 | 124 | 94\% | 0.2308 | 18 | 19 | 95\% | 0.07 | (1.34) |
|  |  | 115 | 117 | 98\% | 0.1296 | 18 | 19 | 95\% | -0.64 | (1.39) |
|  |  | 122 | 123 | 99\% | 0.0898 | 39 | 40 | 98\% | -0.59 | (1.36) |
|  |  | 85 | 88 | 97\% | 0.1815 | 15 | 15 | 100\% | 0.00 | (1.19) |
|  |  | 106 | 112 | 95\% | 0.2252 | 57 | 59 | 97\% | 0.68 | (0.90) |
|  |  | 99 | 104 | 95\% | 0.2139 | 40 | 41 | 98\% | 0.83 | (0.93) |
|  |  | 105 | 112 | 94\% | 0.2421 | 47 | 48 | 98\% | 1.69 | (0.59) |
|  | August 2012 <br> July 2013 | 129 | 136 | 95\% | 0.221 | 17 | 19 | 89\% | -0.72 | (1.44) |
| OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - XDSLi Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 2 | 2 | 100\% | 0 | 17 | 19 | 89\% | -0.46 | (1.28) |
| OP-5A New Service Installation Quality Reported to Repair Unbundled Loop Analog Parity | July 2013 June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 | 613 | 620 | 99\% | 0.1057 | 3759 | 4053 | 93\% | -5.48 | (4.33) |
|  |  | 441 | 454 | 97\% | 0.1668 | 3900 | 4146 | 94\% | -2.63 | (2.60) |
|  |  | 304 | 310 | 98\% | 0.1378 | 3974 | 4222 | 94\% | -2.85 | (2.73) |
|  | April 2013 <br> March 2013 | 264 | 275 | 96\% | 0.196 | 3786 | 4068 | 93\% | -1.85 | (2.13) |
|  | February 2013 | 254 | 262 | 97\% | 0.1721 | 3544 | 3821 | 93\% | -2.53 | (2.54) |
|  | January 2013 <br> December 2012 | 214 | 224 | 96\% | 0.2065 | 3488 | 3756 | 93\% | -1.51 | (1.92) |
|  |  | 236 | 247 | 96\% | 0.2063 | 3167 | 3406 | 93\% | -1.52 | (1.93) |
|  | November 2012 | 223 | 232 | 96\% | 0.1931 | 3797 | 4105 | 93\% | -2.04 | (2.24) |
|  | October 2012 | 306 | 326 | 94\% | 0.24 | 3127 | 3396 | 92\% | -1.14 | (1.69) |
|  | September 2012 August 2012 | 215 | 228 | 94\% | 0.2319 | 2679 | 2874 | 93\% | -0.63 | (1.38) |
|  |  | 415 | 426 | 97\% | 0.1586 | 3359 | 3595 | 93\% | -3.14 | (2.91) |
| OP-5B New Service Provisioning Quality Basic Rate ISDN Benchmark 0.965 | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |


|  | March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Business Benchmark 0.965 | June 2013 | 6 | 6 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | May 2013 | 16 | 16 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | April 2013 | 13 | 13 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | March 2013 | 10 | 10 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | February 2013 | 12 | 12 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | January 2013 | 28 | 28 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | December 2012 | 8 | 8 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | November 2012 | 10 | 10 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2012 | 9 | 9 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | September 2012 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2012 <br> July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality Centrex 21 Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality DSO Benchmark 0.965 | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality Enhanced Extended Loops - DS0 Capable Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Enhanced Extended Loops - DS1 Capable Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 33 | 33 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 27 | 27 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 51 | 51 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 48 | 48 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 37 | 37 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 45 | 45 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 53 | 53 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 56 | 56 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 54 | 54 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2012 | 48 | 48 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Enhanced Extended Loops - DS3 Capable Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | January 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality ISDN Primary Benchmark 0.965 | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality PBX Benchmark 0.965 | August 2012July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | June 2013 <br> May 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | April 2013 <br> March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality Residence Benchmark 0.965 | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |


|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 121 | 121 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 136 | 136 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 119 | 119 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 133 | 133 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 62 | 62 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 31 | 31 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 53 | 53 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 290 | 290 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 410 | 410 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 406 | 406 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 426 | 426 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 302 | 302 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 337 | 337 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 280 | 280 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 340 | 340 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 428 | 428 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 253 | 253 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 335 | 335 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop - ADSL Qualified Benchmark 0.965 | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 112 | 112 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 106 | 106 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 75 | 75 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 95 | 95 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 81 | 81 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 62 | 62 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 84 | 84 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 101 | 101 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 123 | 123 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 100 | 100 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2012 | 141 | 141 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop - DS1 Capable Benchmark 0.965 | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 103 | 103 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 145 | 145 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 146 | 146 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 124 | 124 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 117 | 117 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 123 | 123 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 88 | 88 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 112 | 112 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 104 | 104 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 112 | 112 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 136 | 136 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop - XDSLi Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | December 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 2 | 2 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop Analog Benchmark 0.965 | June 2013 | 620 | 620 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | May 2013 | 454 | 454 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | April 2013 | 310 | 310 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | March 2013 | 275 | 275 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | February 2013 | 262 | 262 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | January 2013 | 224 | 224 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | December 2012 | 247 | 247 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | November 2012 | 232 | 232 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | October 2012 | 326 | 326 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | September 2012 | 228 | 228 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
|  | August 2012 | 426 | 426 | 100\% | 0 | 0 |  | 0 | 0\% | 0.00 | (0.11) |
| OP-5R New Service Quality Multiple Report | July 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
| Rate Business Diagnostic | June 2013 | 0 | 1 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 2 | 50\% | 0.5 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 1 | 2 | 50\% | 0.5 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | July 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
| Rate Enhanced Extended Loops - DS1 | June 2013 | 0 | 2 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
| Capable Diagnostic | May 2013 | 2 | 6 | 33\% | 0.4714 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 2 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 1 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 1 | 4 | 25\% | 0.433 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 3 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 3 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 2 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 2 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 4 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | July 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
| Rate ISDN Primary Diagnostic | June 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 1 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 |  | 0 | 0\% | 0.00 | 0.00 |



|  | February 2013 January 2013 December 2012 November 2012 October 2012 September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality Total Business Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 5 | 6 | 83\% | 0.3727 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 16 | 16 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 13 | 13 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 10 | 10 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 12 | 12 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 27 | 28 | 96\% | 0.1856 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 8 | 8 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 10 | 10 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 9 | 9 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 2 | 3 | 67\% | 0.4714 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality Total Centrex 21 Diagnostic | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality Total DSO Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality Total Enhanced Extended Loops - DS0 Capable Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2012 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS1 | June 2013 | 31 | 33 | 94\% | 0.2386 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Capable Diagnostic | May 2013 | 23 | 27 | 85\% | 0.3552 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 49 | 51 | 96\% | 0.1941 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 47 | 48 | 98\% | 0.1428 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 34 | 37 | 92\% | 0.273 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 42 | 45 | 93\% | 0.2494 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 53 | 53 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 53 | 56 | 95\% | 0.2252 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 52 | 54 | 96\% | 0.1889 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 38 | 40 | 95\% | 0.2179 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 44 | 48 | 92\% | 0.2764 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS3 | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Capable Diagnostic | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total ISDN Primary Diagnostic | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 2 | 3 | 67\% | 0.4714 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total PBX Diagnostic | June 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Residence Diagnostic | June 2013 | 3 | 4 | 75\% | 0.433 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | April 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | March 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 121 | 121 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 130 | 136 | 96\% | 0.2054 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 110 | 119 | 92\% | 0.2644 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 122 | 133 | 92\% | 0.2754 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 57 | 62 | 92\% | 0.2723 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 28 | 31 | 90\% | 0.2957 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 49 | 53 | 92\% | 0.2642 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Unbundled Loop - 2 Wire Non-Loaded | June 2013 | 276 | 290 | 95\% | 0.2143 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | May 2013 | 401 | 410 | 98\% | 0.1465 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 404 | 406 | 100\% | 0.07 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 402 | 426 | 94\% | 0.2306 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 296 | 302 | 98\% | 0.1395 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 335 | 337 | 99\% | 0.0768 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 274 | 280 | 98\% | 0.1448 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 322 | 340 | 95\% | 0.2239 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 419 | 428 | 98\% | 0.1435 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 251 | 253 | 99\% | 0.0886 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 324 | 335 | 97\% | 0.1782 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Unbundled Loop - ADSL Qualified | June 2013 | 102 | 112 | 91\% | 0.2852 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | May 2013 | 103 | 106 | 97\% | 0.1658 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 73 | 75 | 97\% | 0.1611 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 94 | 95 | 99\% | 0.1021 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 76 | 81 | 94\% | 0.2407 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 59 | 62 | 95\% | 0.2146 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 78 | 84 | 93\% | 0.2575 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 98 | 101 | 97\% | 0.1698 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 116 | 123 | 94\% | 0.2317 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 97 | 100 | 97\% | 0.1706 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 134 | 141 | 95\% | 0.2172 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Unbundled Loop - DS1 Capable | June 2013 | 97 | 103 | 94\% | 0.2342 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | May 2013 | 134 | 145 | 92\% | 0.2648 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 140 | 146 | 96\% | 0.1985 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 117 | 124 | 94\% | 0.2308 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 115 | 117 | 98\% | 0.1296 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 122 | 123 | 99\% | 0.0898 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 85 | 88 | 97\% | 0.1815 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 106 | 112 | 95\% | 0.2252 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 99 | 104 | 95\% | 0.2139 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 105 | 112 | 94\% | 0.2421 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 129 | 136 | 95\% | 0.221 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Unbundled Loop - XDSLi Diagnostic | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality Total Unbundled Loop Analog Diagnostic |  | 0 | 0 | 0\% | - 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 613 | 620 | $\begin{aligned} & 99 \% \\ & 97 \% \end{aligned}$ |  | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Unbundled Loop Analog Diagnostic |  | 441 | 454 |  | 0.1668 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 304 | 310 | 98\% | 0.1378 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 264 | 275 | 96\% | 0.196 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 254 | 262 | 97\% | 0.1721 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 214 | 224 | 96\% | 0.2065 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 236 | 247 | 96\% | 0.2063 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 223 | 232 | 96\% | 0.1931 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 306 | 326 | 94\% | 0.24 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 215 | 228 | 94\% | 0.2319 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 415 | 426 | 97\% | 0.1586 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-6A-1 Delayed Days for Non-Facility Reasons Residence Parity | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 90 | 53 | 170\% | -0.52 | (1.31) |
|  |  | 3 | 3 | 100\% | 0 | 71 | 45 | 158\% | -0.62 | (1.37) |
|  |  | 1 | 1 | 100\% | 0 | 128 | 42 | 305\% | -0.41 | (1.25) |
|  | December 2012 <br> November 2012 | 6 | 6 | 100\% | 0 | 311 | 49 | 635\% | -0.89 | (1.54) |
|  | October 2012 <br> September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 2 | 2 | 100\% | 0 | 122 | 54 | 226\% | -0.53 | (1.32) |
| OP-6A-2 Delayed Days for Non-Facility Reasons Residence Parity | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons Residence Parity |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013January 2013 | 1 | 1 | 1 | 0 | 11 | 7 | 2 | -0.47 | (1.29) |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 2 | 1 | 2 | 0 | 55 | 13 | 4 | -0.32 | (1.20) |
|  | November 2012 <br> October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility Reasons E911 Parity | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons E911 Parity | $\begin{aligned} & \text { May } 2013 \\ & \text { April } 2013 \end{aligned}$ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 24 | 1 | 24 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 <br> August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


| Reasons Enhanced Extended Loops - DS1 Capable Parity | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 2 | 1 | 2 | 0 | 10 | 1 | 10 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility Reasons LIS Trunk Parity | August 2012 <br> July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire NonLoaded Parity | July 2013June 2013 | 8 | 8 | 1 | 0 | 3 | 2 | 2 | -0.89 | (1.54) |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 14 | 8 | 2 | 0.46 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 28 | 15 | 2 | 0.35 | 2 | 1 | 2 | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 9 | 9 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 14 | 2 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 12 | 1 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 1 | 1 | 1 | 0 | 3 | 3 | 1 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - ADSL Qualified Parity | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 6 | 1 | 6 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 18 | 2 | 9 | 11.31 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 5 | 5 | 1 | 0 | 3 | 3 | 1 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility |  | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons Unbundled Loop - DS1 Capable |  | 4 | 1 | 4 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Parity |  | 3 | 3 | 1 | 0 | 3 | 1 | 3 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | January 2013 | 2 | 2 | 1 | 0 | 1 | 1 | 1 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 3 | 2 | 2 | 0.71 | 225 | 3 | 75 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 12 | 6 | 2 | 0 | 4 | 1 | 4 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility | July 2013 | 19 | 11 | 2 | 1.62 | 139 | 74 | 2 | -0.14 | (1.09) |
| Reasons Unbundled Loop Analog Parity | June 2013 | 13 | 11 | 1 | 0.4 | 100 | 55 | 2 | -0.78 | (1.47) |
|  | May 2013 | 7 | 4 | 2 | 0.96 | 83 | 48 | 2 | 0.02 | (0.82) |
|  | April 2013 | 93 | 9 | 10 | 10.16 | 132 | 48 | 3 | 4.76 | 0.75 |
|  | March 2013 | 2 | 2 | 1 | 0 | 259 | 59 | 4 | -0.34 | (1.21) |
|  | February 2013 | 30 | 2 | 15 | 0 | 136 | 68 | 2 | 8.99 | 1.26 |
|  | January 2013 | 4 | 4 | 1 | 0 | 106 | 60 | 2 | -0.69 | (1.42) |
|  | December 2012 | 9 | 5 | 2 | 1.79 | 146 | 55 | 3 | -0.41 | (1.25) |
|  | November 2012 | 8 | 8 | 1 | 0 | 410 | 66 | 6 | -1.08 | (1.66) |
|  | October 2012 | 14 | 11 | 1 | 0.9 | 344 | 80 | 4 | -0.86 | (1.53) |
|  | September 2012 | 1 | 1 | 1 | 0 | 178 | 77 | 2 | -0.38 | (1.23) |
|  | August 2012 | 18 | 17 | 1 | 0.24 | 210 | 74 | 3 | -1.49 | (1.91) |
| OP-6A-5 Delayed Days for Non-Facility | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons E911 Parity | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-5 Delayed Days for Non-Facility | July 2013 | 1 | 1 | 1 | 0 | 4 | 1 | 4 | 0.00 | 0.00 |
| Reasons Enhanced Extended Loops - DS1 | June 2013 | 2 | 2 | 1 | 0 | 1 | 1 | 1 | 0.00 | 0.00 |
| Capable Parity | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 1 | 0 | 3 | 1 | 3 | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 1 | 0 | 99 | 4 | 25 | -0.47 | (1.29) |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-5 Delayed Days for Non-Facility | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons Unbundled Loop-2 Wire Non- | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Loaded Parity | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 3 | 2 | 2 | 0.71 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 8 | 8 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | August 2012 <br> July 2013 <br> June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop - ADSL Qualified Parity |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 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 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 48 | 2 | 24 | 0 | 3 | 1 | 3 | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 2 | 1 | 2 | 0 | 46 | 9 | 5 | -0.79 | (1.48) |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 11 | 1 | 11 | 0 | 18 | 1 | 18 | 0.00 | 0.00 |
| OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop Analog Parity | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 5 | 2 | 3 | 2.12 | 25 | 12 | 2 | 0.30 | (0.80) |
|  | May 2013 | 1 | 1 | 1 | 0 | 25 | 12 | 2 | -0.42 | (1.26) |
|  | April 2013 | 2 | 1 | 2 | 0 | 16 | 11 | 1 | 0.56 | (0.77) |
|  | March 2013 | 1 | 1 | 1 | 0 | 28 | 17 | 2 | -0.42 | (1.26) |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 2 | 2 | 1 | 0 | 11 | 6 | 2 | -1.04 | (1.63) |
|  | September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-1 Delayed Days for Facility Reasons Residence Parity | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Residence Parity |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 6 | 1 | 6 | 0 | 337 | 39 | 9 | -0.21 | (1.13) |
|  | December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 1 | 1 | 1 | 0 | 295 | 36 | 8 | -0.48 | (1.29) |
|  | October 2012 <br> September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 5 | 1 | 5 | 0 | 333 | 37 | 9 | -0.40 | (1.24) |
| OP-6B-3 Delayed Days for Facility Reasons Residence Parity | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 1 | 1 | 1 | 0 | 6 | 1 | 6 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4 Delayed Days for Facility Reasons July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| LIS Trunk Parity June 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| May 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| December 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| November 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| October 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| September 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| August 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4 Delayed Days for Facility Reasons Unbundled Loop - 2 Wire Non-Loaded Parity | 28 | 4 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 41 | 1 | 41 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 24 | 8 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 20 | 7 | 3 | 0.38 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 66 | 15 | 4 | 0.51 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 8 | 4 | 2 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 24 | 2 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 111 | 9 | 12 | 7.38 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 7 | 1 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4 Delayed Days for Facility Reasons Unbundled Loop - ADSL Qualified Parity | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 12 | 3 | 4 | 1.73 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 30 | 2 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 10 | 1 | 10 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 12 | 3 | 4 | 1.73 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 30 | 4 | 8 | 11 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 94 | 3 | 31 | 4.04 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 64 | 4 | 16 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4 Delayed Days for Facility Reasons July 2013 <br> Unbundled Loop - DS1 Capable Parity June 2013 <br>  May 2013 <br>  April 2013 <br>  March 2013 <br>  February 2013 <br>  January 2013 <br>  December 2012 <br>  November 2012 | 75 | 10 | 8 | 4.74 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 27 | 2 | 14 | 13.44 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 29 | 5 | 6 | 4.38 | 2 | 1 | 2 | 0.00 | 0.00 |
|  | 105 | 7 | 15 | 10.1 | 41 | 1 | 41 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 33 | 5 | 7 | 2.61 | 162 | 4 | 41 | -1.42 | (1.86) |



| Diagnostic | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 | 0.38333333 | 143 | 0 | 0.005555556 | 0 | 0 | 0 | 10.00 0.00 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0.14444444 | 91 | 0 | 0.001388889 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.18125 | 58 | 0 | 0.004166667 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.16666667 | 59 | 0 | 0.004861111 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.04513889 | 33 | 0 | 0.000694444 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.09652778 | 55 | 0 | 0.000694444 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.17083333 | 64 | 0 | 0.003472222 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.17986111 | 81 | 0 | 0.002777778 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.08472222 | 40 | 0 | 0.002777778 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.17986111 | 133 | 0 | 0.001388889 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-7 OP-7 - Coordinated Hot Cut" Interval Unbundled Loops" Unbundled Loop Other Diagnostic |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.00625 | 4 | 00:02 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| OP-8B Number Portability Timeliness LNP Benchmark 0.95 |  | 51 | 51 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 337 | 337 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 136 | 136 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 91 | 91 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 51 | 51 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 55 | 55 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 32 | 32 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 53 | 53 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 59 | 59 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 68 | 68 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 32 | 32 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 107 | 107 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
| OP-8C Percentage of LNP Triggers Set Prior to the Frame Due Time LNP Benchmark 0.95 | July 2013 | 5951 | 5951 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | June 2013 <br> May 2013 | 5178 | 5183 | 100\% | 0.031 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  |  | 4317 | 4317 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | April 2013 <br> March 2013 | 5239 | 5239 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 5993 | 5994 | 100\% | 0.0129 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | February 2013 January 2013 December 2012 | 4451 | 4452 | 100\% | 0.015 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 6565 | 6565 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 3902 | 3902 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | November 2012 <br> October 2012 <br> September 2012 | 5114 | 5125 | 100\% | 0.0463 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  |  | 7114 | 7119 | 100\% | 0.0265 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 3911 | 3911 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | August 2012 | 5276 | 5284 | 100\% | 0.0389 | 0 | 0 | 0\% | 0.00 | (0.15) |
| OS-1 Speed of Answer - Operator Services Parity by Design | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 0 | 0 | 0\% | 0 | 7.31 | 1 | 731\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.69 | 1 | 769\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.48 | 1 | 748\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.36 | 1 | 736\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 8.05 | 1 | 805\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.35 | 1 | 735\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.7 | 1 | 770\% | 0.00 | 0.00 |


|  | December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 0 | 0 | 0\% | 0 | 8.27 | 1 | 827\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 6.97 | 1 | 697\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.69 | 1 | 769\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.62 | 1 | 762\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.52 | 1 | 752\% | 0.00 | 0.00 |
| PO-15 Number of Due Date Changes per Order All Parity |  | 65 | 1298 | :00 | 0.25 | 410 | 18638 | :48 | 6.23 | 2.79 |
|  | June 2013 | 65 | 1532 | :36 | 0.21 | 346 | 17423 | :48 | 5.43 | 2.30 |
|  | May 2013 | 108 | 1509 | :48 | 0.28 | 322 | 18042 | :48 | 14.11 | 7.58 |
|  | April 2013 | 108 | 1434 | :12 | 0.27 | 278 | 19256 | :24 | 17.70 | 9.76 |
|  | March 2013 | 108 | 1376 | :12 | 0.29 | 362 | 18467 | :48 | 13.64 | 7.29 |
|  | February 2013 | 94 | 1269 | :48 | 0.27 | 426 | 17333 | :48 | 9.77 | 4.94 |
|  | January 2013 | 98 | 1436 | :48 | 0.28 | 394 | 19069 | :48 | 10.76 | 5.54 |
|  | December 2012 | 79 | 1376 | :24 | 0.24 | 381 | 16162 | :48 | 7.04 | 3.28 |
|  | November 2012 | 56 | 1385 | :36 | 0.2 | 450 | 18136 | :48 | 3.14 | 0.91 |
|  | October 2012 | 135 | 1723 | :12 | 0.28 | 447 | 20985 | :48 | 14.81 | 8.01 |
|  | September 2012 | 77 | 1246 | :24 | 0.24 | 314 | 19060 | :48 | 11.27 | 5.85 |
|  | August 2012 <br> July 2013 | 138 | 1612 | : 1 | 0.29 | 345 | 20939 | :48 | 19.61 | 10.92 |
| PO-16 Timely Release Notifications Benchmark 0.925 |  | 0 | 0 |  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2012 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2012 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2012 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| PO-19B Stand-Alone Test Environment (SATE) Accuracy IMA_SATE_XML Benchmark 0.95 | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 175 | 177 | 99\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | $0.00 \quad 0.00$ |  |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | $0.00 \quad 0.00$ |  |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | $0.00 \quad 0.00$ |  |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | $\begin{array}{ll}0.00 & 0.00\end{array}$ |  |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment (SATE) Accuracy XML Rel. 32.0 Diagnostic | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 347 | 352 | 99\% | 0 | 0 | 0 | 0\% | $0.00 \quad 0.00$ |  |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | $0.00 \quad 0.00$ |  |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | $0.00 \quad 0.00$ |  |
|  |  |  |  |  |  |  |  |  | 0.00 | 0.00 |
|  |  |  |  |  |  |  |  |  | 0.00 | 0.00 |
|  |  |  |  |  |  |  |  |  | 0.00 | 0.00 |
|  |  |  |  |  |  |  |  |  | 0.00 | 0.00 |
|  |  |  |  |  |  |  |  |  | 0.00 | 0.00 |
|  |  |  |  |  |  |  |  |  | 0.00 | 0.00 |


| PO-19X Stand-Alone Test Environment(SATE) Accuracy XML Rel. 33.0 Diagnostic | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 342 | 348 | 98\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 347 | 348 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment (SATE) Accuracy XML Rel. 34.0 Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 343 | 348 | 99\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 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 | July 2013 <br> June 2013 | 6839.22 | 3562 | 192\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 4939.5 | 2225 | 222\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | $\begin{aligned} & \text { May } 2013 \\ & \text { April } 2013 \end{aligned}$ | 5137.3 | 2506 | 205\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5799.2 | 2636 | 220\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 5400.2 | 2077 | 260\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 7055.49 | 2977 | 237\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 8185.5 | 3210 | 255\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 7637.25 | 2995 | 255\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 <br> October 2012 <br> September 2012 | 7106.94 | 2889 | 246\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 7596.47 | 2933 | 259\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 8997.04 | 2743 | 328\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 13826.52 | 3474 | 398\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 464.02 | 3562 | :12 | 0.27 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 267 | 2225 | :48 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 300.72 | 2506 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Appt. Scheduler) IMA Request Diagnostic | April 2013 | 342.68 | 2636 | :12 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013February 2013 | 249.24 | 2077 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 387.01 | 2977 | :12 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 417.3 | 3210 | :12 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 389.35 | 2995 | :12 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 346.68 | 2889 | :48 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 351.96 | 2933 | :48 | 0.18 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 356.59 | 2743 | :12 | 0.27 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 416.88 | 3474 | :48 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-1(b,c) Pre-Order Response Times (Appt. Scheduler) IMA Response/Accept Diagnostic |  | 6375.2 | 2640 | :24 | 1.82 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 4672.5 | 2225 | :00 | 1.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 4836.58 | 2506 | :12 | 0.86 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 5456.52 | 2636 | :48 | 1.28 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 5150.96 | 2077 | :12 | 0.82 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 6668.48 | 2977 | :36 | 1.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 7768.2 | 3210 | :48 | 0.98 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7247.9 | 2995 | :48 | 0.98 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 6760.26 | 2889 | :36 | 0.99 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7244.51 | 2933 | :48 | 1.22 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8640.45 | 2743 | :00 | 4.19 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 13409.64 | 3474 | :24 | 3.61 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10 Total Pre-Order Response Times (Meet Point Inquiry) IMA Aggregate Benchmark 30 |  | 6047.67 | 1725 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 8284.21 | 1397 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 5312.8 | 1145 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 5606.64 | 1198 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 4522.5 | 1005 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 6470.64 | 1419 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 7509.54 | 1532 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 8229.48 | 1414 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 7614.72 | 1322 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 7919.4 | 1340 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 7742.1 | 1310 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 <br> June 2013 | 9963.36 | 1683 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10(a) Pre-Order Response Times(Meet Point Inquiry) IMA Request Diagnostic |  | 222.67 | 1725 | :12 | 0.2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1578.61 | 1397 | :12 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 137.4 | 1145 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 155.74 | 1198 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 130.65 | 1005 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 184.47 | 1419 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 199.16 | 1532 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 183.82 | 1414 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 158.64 | 1322 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 160.8 | 1340 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 157.2 | 1310 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 | 201.96 | 1683 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10(b) Pre-Order Response Times (Meet Point Inquiry) IMA Response Diagnostic |  | 5825 | 1187 | :24 | 1.82 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 6705.6 | 1397 | :00 | 1.97 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5175.4 | 1145 | :48 | 1.96 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5450.9 | 1198 | :00 | 2.2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4391.85 | 1005 | :48 | 1.77 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 6286.17 | 1419 | :12 | 1.55 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7310.38 | 1414 | :48 | 1.52 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8045.66 | 1414 | :36 | 1.41 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7456.08 | 1322 | :36 | 1.71 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7758.6 | 1340 | :36 | 1.83 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7584.9 | 1310 | :36 | 1.83 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 9761.4 | 1683 | :00 | 1.97 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2 Total Pre-Order Response Times (Service Availability) IMA Aggregate Benchmark 25 |  | 14759.5 | 5223 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7171.72 | 4373 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8195.04 | 4878 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8887.6 | 5228 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8142.4 | 5089 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7027.8 | 4420 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7579.26 | 4797 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7052.44 | 4492 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8865.78 | 5757 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 9124.8 | 5703 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | September 2012 August 2012 | 8245.86 | 4062 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 8089.62 | 5253 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2(a) Pre-Order Response Times (Service Availability) IMA Request Diagnostic | July 2013 <br> June 2013 | 622.04 | 5223 | :48 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 524.76 | 4373 | :48 | 0.85 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 585.36 | 4878 | :48 | 1.15 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic |  | 627.36 | 5228 | :48 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 610.68 | 5089 | :48 | 0.13 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 574.6 | 4420 | :12 | 0.47 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 575.64 | 4797 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 539.04 | 4492 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 633.27 | 5757 | :24 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 627.33 | 5703 | :24 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 487.44 | 4062 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 630.36 | 5253 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2(b) Pre-Order Response Times (Service Availability) IMA Response Diagnostic | July 2013 | 14137.46 | 9210 | :36 | 3.31 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 6646.96 | 4373 | :48 | 3.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 May 2013 | 7609.68 | 4878 | :24 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 8260.24 | 5228 | :12 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7531.72 | 5089 | :12 | 3.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 6453.2 | 4420 | :24 | 3 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7003.62 | 4797 | :24 | 2.99 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 <br> November 2012 | 6513.4 | 4492 | :00 | 3 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8232.51 | 5757 | :12 | 2.98 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 8497.47 | 5703 | :36 | 3.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7758.42 | 4062 | :24 | 3.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 7459.26 | 5253 | :48 | 3 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3 Total Pre-Order Response Times (Facility Check) IMA Aggregate Benchmark 25 | July 2013 | 31383.92 | 4150 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 32493.86 | 3479 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 28406.03 | 3239 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 28530.25 | 3425 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 20018.1 | 2518 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 35288.94 | 3579 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 47365.66 | 3854 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 47441.8 | 3605 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 October 2012 | 49954.52 | 3773 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 50841.83 | 3797 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 37355.78 | 2674 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 28345.83 | 2467 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3(a) Pre-Order Response Times (Facility Check) IMA Request Diagnostic | July 2013 | 509.97 | 4150 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 417.48 | 3479 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 May 2013 | 388.68 | 3239 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 411 | 3425 | :48 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 327.34 | 2518 | :12 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 465.27 | 3579 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 462.48 | 3854 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 432.6 | 3605 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 452.76 | 3773 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 455.64 | 3797 | :48 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 320.88 | 2674 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 296.04 | 2467 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3(b) Pre-Order Response Times (Facility Check) IMA Response Diagnostic | July 2013 | 30873.95 | 3293 | :12 | 5.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 32076.38 | 3479 | :48 | 5.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 28017.35 | 3239 | :00 | 4.86 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | April 2013 | 28119.25 | 3425 | :24 | 4.66 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | March 2013 | 19690.76 | 2518 | :48 | 3.43 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 34823.67 | 3579 | :12 | 5 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 46903.18 | 3854 | :48 | 5.55 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 47009.2 | 3605 | :36 | 4.97 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 49501.76 | 3773 | :48 | 4.97 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 50386.19 | 3797 | :48 | 5.28 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 37034.9 | 2674 | :00 | 6.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 28049.79 | 2467 | :48 | 5.24 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4 Total Pre-Order Response Times | July 2013 | 23165.33 | 20240 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Address Validation) IMA Aggregate | June 2013 | 16007.5 | 6403 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| Benchmark 10 | May 2013 | 14461.44 | 7532 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 15669.14 | 7757 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 8142.71 | 4549 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 13168.48 | 6331 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 13937.96 | 7004 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 12201.21 | 6741 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 15798.54 | 8826 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 16634.5 | 8755 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 11901.12 | 6072 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 14497.56 | 7322 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4(a) Pre-Order Response Times | July 2013 | 2585.38 | 20240 | :12 | 0.14 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Address Validation) IMA Request | June 2013 | 768.36 | 6403 | :48 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic | May 2013 | 979.16 | 7532 | :12 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 1008.41 | 7757 | :12 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 591.37 | 4549 | :12 | 0.13 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 823.03 | 6331 | :12 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 910.52 | 7004 | :12 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 876.33 | 6741 | :12 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 1059.12 | 8826 | :48 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 1050.6 | 8755 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 728.64 | 6072 | :48 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 878.64 | 7322 | :48 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4(b) Pre-Order Response Times | July 2013 | 20579.95 | 8044 | :24 | 1.6 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Address Validation) IMA Response | June 2013 | 15239.14 | 6403 | :12 | 1.49 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic | May 2013 | 13482.28 | 7532 | :36 | 1.63 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 14660.73 | 7757 | :36 | 1.67 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 7551.34 | 4549 | :24 | 1.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 12345.45 | 6331 | :00 | 1.64 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 13027.44 | 7004 | :24 | 1.64 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 11324.88 | 6741 | :12 | 1.35 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 14739.42 | 8826 | :48 | 1.35 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 15583.9 | 8755 | :12 | 1.35 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 11172.48 | 6072 | :36 | 1.35 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 13618.92 | 7322 | :24 | 1.5 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5 Total Pre-Order Response Times | July 2013 | 18125.46 | 6693 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Get CSR) IMA Aggregate Benchmark 12.5 | June 2013 | 7162.8 | 5640 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 8134.74 | 6306 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 8873.94 | 6774 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 11117.84 | 8966 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 7242.24 | 5658 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 17188.74 | 6183 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 7223.75 | 5779 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 9225.6 | 7440 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 9628.16 | 7522 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8583.58 | 5266 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4637.1 | 3567 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5(a) Pre-Order Response Times (Get CSR) IMA Request Diagnostic | August 2012 <br> July 2013 <br> June 2013 | 808.31 | 6693 | :48 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 676.8 | 5640 | :48 | 0.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 756.72 | 6306 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 812.88 | 6774 | :48 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 1075.92 | 8966 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 678.96 | 5658 | :48 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 741.96 | 6183 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 693.48 | 5779 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 892.8 | 7440 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 902.64 | 7522 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 631.92 | 5266 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 428.04 | 3567 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5(b) Pre-Order Response Times (Get CSR) IMA Response Diagnostic |  | 17317.15 | 15018 | :00 | 1.81 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 6486 | 5640 | :00 | 1.93 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 7378.02 | 6306 | :48 | 2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 8061.06 | 6774 | :36 | 2.51 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 10041.92 | 8966 | :48 | 1.7 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 6563.28 | 5658 | :24 | 1.97 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 16446.78 | 6183 | :24 | 1.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 6530.27 | 5779 | :12 | 1.85 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 8332.8 | 7440 | :48 | 1.8 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 8725.52 | 7522 | :24 | 2.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 7951.66 | 5266 | :24 | 3.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 4209.06 | 3567 | :12 | 2.08 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6 Total Pre-Order Response Times (TN Reservation) IMA Aggregate Benchmark 10 | July 2013June 2013 | 8460.73 | 2988 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 10350.7 | 2326 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 6733.5 | 1675 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 6735.96 | 1458 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8241.75 | 1665 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 8985.18 | 2346 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8424.16 | 2536 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 8838.8 | 2326 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 6455.8 | 1690 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 6350.14 | 1658 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 August 2012 | 8009.89 | 2159 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 10046.4 | 2760 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(a) Pre-Order Response Times (TN Reservation) IMA Request Diagnostic | July 2013June 2013 | 381.88 | 2988 | :12 | 0.24 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 279.12 | 2326 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 201 | 1675 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 189.54 | 1458 | :12 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 216.45 | 1665 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 304.98 | 2346 | :12 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 329.68 | 2536 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 279.12 | 2326 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 202.8 | 1690 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 198.96 | 1658 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 259.08 | 2159 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 331.2 | 2760 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(b) Pre-Order Response Times | July 2013 | 6640.69 | 1890 | :24 | 1.83 | 0 | 0 | :00\| | 0.00 | 0.00 |


| \|(TN Reservation) IMA Response Diagnostic | June 2013 | 8536.42 | 2326 | :48 | 1.81 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | May 2013 | 5427 | 1675 | :36 | 1.82 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 5438.34 | 1458 | :12 | 2.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 7009.65 | 1665 | :24 | 2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 7389.9 | 2346 | :00 | 1.83 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 6931.48 | 2326 | :12 | 1.54 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 7257.12 | 2326 | :48 | 1.62 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 5306.6 | 1690 | :36 | 1.49 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 5222.7 | 1658 | :00 | 1.76 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 6498.59 | 2159 | :24 | 1.6 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 8059.2 | 2760 | :48 | 1.74 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(c) Pre-Order Response Times (TN Reservation) IMA Accept Diagnostic |  | 1438.16 | 1890 | :24 | 0.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 1535.16 | 2326 | :24 | 0.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 1105.5 | 1675 | :24 | 0.52 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 1108.08 | 1458 | :24 | 0.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 1015.65 | 1665 | :24 | 0.42 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 1290.3 | 2346 | :00 | 0.39 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 1163 | 2326 | :00 | 0.34 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 1302.56 | 2326 | :24 | 0.39 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 946.4 | 1690 | :24 | 0.43 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 928.48 | 1658 | :24 | 0.42 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 1252.22 | 2159 | :12 | 1.59 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 1656 | 2760 | :00 | 0.73 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7 Total Pre-Order Response Times (Loop Qualification Tools) IMA Aggregate Benchmark 20 | July 2013 | 17207.47 | 2737 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 11652.48 | 2023 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 11132.1 | 1995 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 11407.2 | 2065 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11407.2 | 2037 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 11445.8 | 1895 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11521.6 | 1895 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 <br> November 2012 | 12134.85 | 1905 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11881.65 | 1895 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 13446.4 | 1910 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 12819.84 | 1821 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 14469.62 | 1958 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7(a) Pre-Order Response Times (Loop Qualification Tools) IMA Request Diagnostic |  | 341.11 | 2737 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 242.76 | 2023 | :48 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 239.4 | 1995 | :48 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 264.81 | 2065 | :48 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 March 2013 | 264.81 | 2037 | :12 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 284.25 | 1895 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 189.5 | 1895 | :00 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 228.6 | 1905 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 October 2012 | 227.4 | 1895 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 229.2 | 1910 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 218.52 | 1821 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 234.96 | 1958 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7(b) Pre-Order Response Times (Loop Qualification Tools) IMA Response Diagnostic | July 2013 | 16866.36 | 2037 | :12 | 3.59 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 11409.72 | 2023 | :36 | 3.52 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 10892.7 | 1995 | :24 | 3.45 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013March 2013 | 11142.39 | 2065 | :48 | 3.42 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11142.39 | 2037 | :48 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 11161.55 | 1895 | :36 | 3.58 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | January 2013 | 11332.1 | 1895 | :12 | 3.6 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | December 2012 | 11906.25 | 1905 | :00 | 3.68 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 11654.25 | 1895 | :00 | 3.67 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 13217.2 | 1910 | :48 | 3.98 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 12601.32 | 1821 | :48 | 3.98 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 14234.66 | 1958 | :48 | 3.98 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9 Total Pre-Order Response Times | July 2013 | 5318.27 | 2132 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Connecting Facility Assignment) IMA | June 2013 | 4920 | 1200 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| Aggregate Benchmark 25 | May 2013 | 5887.6 | 1436 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 6083.17 | 1517 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 5305.36 | 1411 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 8551.79 | 2041 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 9601.79 | 2129 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 9244.62 | 2001 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 7924.59 | 1719 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 7653.18 | 1671 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 6030.1 | 1283 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 10416.8 | 2245 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9(a) Pre-Order Response Times | July 2013 | 265.39 | 2132 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Connecting Facility Assignment) IMA | June 2013 | 144 | 1200 | :48 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
| Request Diagnostic | May 2013 | 172.32 | 1436 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 197.21 | 1517 | :12 | 0.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 183.43 | 1411 | :12 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 265.33 | 2041 | :12 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 276.77 | 2129 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 240.12 | 2001 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 206.28 | 1719 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 200.52 | 1671 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 153.96 | 1283 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 291.85 | 2245 | :12 | 0.31 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9(b) Pre-Order Response Times | July 2013 | 5052.88 | 1250 | :36 | 3.37 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Connecting Facility Assignment) IMA | June 2013 | 4776 | 1200 | :12 | 3.15 | 0 | 0 | :00 | 0.00 | 0.00 |
| Response Diagnostic | May 2013 | 5715.28 | 1436 | :12 | 2.8 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 5885.96 | 1517 | :12 | 2.53 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 5121.93 | 1411 | :12 | 2.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 8286.46 | 2041 | :24 | 2.63 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 9325.02 | 2129 | :12 | 2.74 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 9004.5 | 2001 | :00 | 2.13 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 7718.31 | 1719 | :36 | 1.9 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 7452.66 | 1671 | :24 | 1.8 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 5876.14 | 1283 | :12 | 2.97 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 10124.95 | 2245 | :24 | 2.7 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-1 Pre-Order Response Times (Appt. | July 2013 | 1133.1 | 4992 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| Scheduler XML) XML Request/Response | June 2013 | 1030.17 | 4479 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| Benchmark 10 | May 2013 | 1096.92 | 4986 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 1065.68 | 4844 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 1151.04 | 5232 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 1015.96 | 4618 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 1135.64 | 5162 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 1029.6 | 4680 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 1096.04 | 4982 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 1095.82 | 4981 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 1102.42 | 5011 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | August 2012 <br> July 2013 | 1144.22 | 5201 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| PO-1X-10 Pre-Order Response Times (Meet Point Inquiry XML) XML <br> Request/Response Benchmark 30 |  | 4440.6 | 858 | :12 | 4 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 3991.25 | 775 | :00 | 3.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 3680.64 | 864 | :24 | 2.64 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 3491.1 | 810 | :24 | 3.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 3730.48 | 884 | :48 | 3.84 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 3407.46 | 798 | :48 | 3.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 4569.6 | 896 | :00 | 2.44 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 4493.6 | 820 | :12 | 2.51 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 4942.08 | 858 | :24 | 4.39 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 4916.34 | 858 | :12 | 4.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 5022.4 | 860 | :36 | 2.91 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 4845.48 | 894 | :48 | 1.98 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-2 Pre-Order Response Times (Service Availability XML) XML <br> Request/Response Benchmark 25 | July 2013June 2013 | 23857.48 | 5842 | :12 | 3.5 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 19800 | 5280 | :00 | 4.23 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 21994.18 | 5834 | :48 | 5.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 21086.25 | 5623 | :00 | 4.81 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 23340.06 | 6126 | :24 | 3.75 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 19385.7 | 5415 | :12 | 3.25 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 22724.24 | 6076 | :36 | 3.4 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 20111.5 | 5510 | :00 | 3.39 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 21817.5 | 5818 | :00 | 3.45 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 23376 | 5844 | :00 | 6.34 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 22959.52 | 5872 | :24 | 4.73 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 22891.68 | 6056 | :12 | 3.72 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-3 Pre-Order Response Times (Facility Check XML) XML <br> Request/Response Benchmark 25 |  | 92168.78 | 7811 | :00 | 12.26 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 74773.92 | 7176 | :48 | 12.95 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 79425.15 | 7903 | :00 | 12.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013March 2013 | 75984.48 | 7722 | :36 | 12.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 77376.25 | 8365 | :00 | 11.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 83727.89 | 7351 | :36 | 14.35 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2012 | 112336.64 | 8164 | :24 | 14.72 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 108851.4 | 7420 | :48 | 14.7 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 115972.01 | 7927 | :12 | 14.37 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 116175.96 | 7871 | :24 | 14.44 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 75159.15 | 4961 | :00 | 14.77 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 55077.36 | 4953 | :48 | 14.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-4 Pre-Order Response Times (Address Validation XML) XML <br> Request/Response Benchmark 10 | July 2013 | 14359.05 | 7227 | :36 | 1.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 10828.18 | 6523 | :24 | 2.49 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 11396.54 | 7213 | :12 | 2.2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 10227.3 | 7005 | :24 | 1.8 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 February 2013 | 11474.49 | 7599 | :24 | 1.83 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 11136.26 | 7474 | :36 | 1.23 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11136.26 | 7474 | :36 | 1.23 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2012 | 9756 | 6775 | :36 | 0.92 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2012 | 10343.19 | 7233 | :12 | 1.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2012 | 11078.76 | 7194 | :36 | 2.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2012 | 10881 | 7254 | :00 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2012 | 11108.88 | 7506 | :12 | 0.8 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-5 Pre-Order Response Times (Get CSR XML) XML Request/Response Benchmark 12.5 | July 2013 | 30054.22 | 8085 | :48 | 11.4 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 25880.94 | 7311 | :36 | 11.96 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 27478.8 | 8082 | :00 | 11.86 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 26087.22 | 7834 | :12 | 11.52 | 0 | 0 | :00\| | 0.00 | 0.00 |



|  | 241 | 241 | :00 | 0 | 0 | 0 | :00 | 0.00 | (0.16) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| September 2012 | 182 | 182 | :00 | 0 | 0 | 0 | :00 | 0.00 | (0.16) |
| August 2012 | 207 | 210 | :24 | 0.1187 | 0 | 0 | :00 | 0.00 | (0.11) |
| PO-20 Manual Service Order Accuracy Unbundled Loops Benchmark 0.95 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 304 | 305 | 100\% | 0.0572 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | 283 | 287 | 99\% | 0.1172 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | 234 | 241 | 97\% | 0.1679 | 0 | 0 | 0\% | 0.00 | (0.07) |
|  | 321 | 321 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | 290 | 293 | 99\% | 0.1007 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  | 254 | 265 | 96\% | 0.1995 | 0 | 0 | 0\% | 0.00 | (0.03) |
|  | 201 | 206 | 98\% | 0.1539 | 0 | 0 | 0\% | 0.00 | (0.08) |
|  | 292 | 294 | 99\% | 0.0822 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  | 386 | 397 | 97\% | 0.1641 | 0 | 0 | 0\% | 0.00 | (0.07) |
|  | 234 | 237 | 99\% | 0.1118 | 0 | 0 | 0\% | 0.00 | (0.12) |
|  | 436 | 442 | 99\% | 0.1157 | 0 | 0 | 0\% | 0.00 | (0.12) |
| PO-2A Electronic Flow-through for LSRs received via IMA LNP Diagnostic | 4437 | 5192 | 85\% | 0.3525 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 4304 | 4952 | 87\% | 0.3372 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 4674 | 5348 | 87\% | 0.3319 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 4640 | 5434 | 85\% | 0.3532 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 5103 | 5855 | 87\% | 0.3346 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 5018 | 5691 | 88\% | 0.3229 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 5237 | 5955 | 88\% | 0.3256 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 4236 | 4819 | 88\% | 0.3261 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 4790 | 5389 | 89\% | 0.3143 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 5091 | 5857 | 87\% | 0.3372 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 5126 | 5772 | 89\% | 0.3153 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 5368 | 6065 | 89\% | 0.3189 | 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 | 70 | 165 | 42\% | 0.4942 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 40 | 89 | 45\% | 0.4974 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 58 | 117 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 58 | 99 | 59\% | 0.4926 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 40 | 81 | 49\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 537 | 1171 | 46\% | 0.4983 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 624 | 1347 | 46\% | 0.4986 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 511 | 1014 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 644 | 1042 | 62\% | 0.4859 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 677 | 1139 | 59\% | 0.491 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 659 | 1033 | 64\% | 0.4806 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 660 | 1048 | 63\% | 0.4829 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-2A Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate Diagnostic | 919 | 1213 | 76\% | 0.4285 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 971 | 1234 | 79\% | 0.4095 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 1140 | 1459 | 78\% | 0.4133 | 0 | 0 | 0\% | 0.00 | 0.00 |
| April 2013 | 1135 | 1389 | 82\% | 0.3866 | 0 | 0 | 0\% | 0.00 | 0.00 |
| March 2013 | 974 | 1246 | 78\% | 0.4131 | 0 | 0 | 0\% | 0.00 | 0.00 |
| February 2013 | 782 | 1011 | 77\% | 0.4186 | 0 | 0 | 0\% | 0.00 | 0.00 |
| January 2013 | 1026 | 1317 | 78\% | 0.4149 | 0 | 0 | 0\% | 0.00 | 0.00 |
| December 2012 | 762 | 994 | 77\% | 0.423 | 0 | 0 | 0\% | 0.00 | 0.00 |
| November 2012 | 903 | 1181 | 76\% | 0.4242 | 0 | 0 | 0\% | 0.00 | 0.00 |
| October 2012 | 948 | 1286 | 74\% | 0.4402 | 0 | 0 | 0\% | 0.00 | 0.00 |
| September 2012 | 916 | 1198 | 76\% | 0.4242 | 0 | 0 | 0\% | 0.00 | 0.00 |
| August 2012 | 1078 | 1440 | 75\% | 0.4338 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA LNP | 4437 | 4470 | 99\% | 0.0856 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  | 4304 | 4324 | 100\% | 0.0679 | 0 | 0 | 0\% | 0.00 | (0.14) |


| \|Benchmark 0.95 | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 4674 | 4694 | 100\% | 0.0651 | 0 | 0 | 0\% | 0.00 | (0.14) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 4640 | 4655 | 100\% | 0.0567 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  |  | 5103 | 5139 | 99\% | 0.0834 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  |  | 5018 | 5059 | 99\% | 0.0897 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  |  | 5237 | 5285 | 99\% | 0.0949 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  |  | 4236 | 4260 | 99\% | 0.0748 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  |  | 4790 | 4830 | 99\% | 0.0906 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  |  | 5091 | 5167 | 99\% | 0.1204 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 5126 | 5194 | 99\% | 0.1137 | 0 | 0 | 0\% | 0.00 | (0.12) |
|  |  | 5368 | 5459 | 98\% | 0.128 | 0 | 0 | 0\% | 0.00 | (0.11) |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS Benchmark 0.95 |  | 70 | 72 | 97\% | 0.1643 | 0 | 0 | 0\% | 0.00 | (0.07) |
|  | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 58 | 58 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 58 | 58 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 537 | 538 | 100\% | 0.0431 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  |  | 624 | 640 | 98\% | 0.1561 | 0 | 0 | 0\% | 0.00 | (0.08) |
|  |  | 511 | 522 | 98\% | 0.1436 | 0 | 0 | 0\% | 0.00 | (0.09) |
|  |  | 644 | 652 | 99\% | 0.1101 | 0 | 0 | 0\% | 0.00 | (0.12) |
|  |  | 677 | 693 | 98\% | 0.1502 | 0 | 0 | 0\% | 0.00 | (0.08) |
|  |  | 659 | 674 | 98\% | 0.1475 | 0 | 0 | 0\% | 0.00 | (0.09) |
|  |  | 660 | 673 | 98\% | 0.1376 | 0 | 0 | 0\% | 0.00 | (0.10) |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate Benchmark 0.85 | July 2013 <br> June 2013 | 919 | 942 | 98\% | 0.1543 | 0 | 0 | 0\% | 0.00 | (0.44) |
|  |  | 971 | 983 | 99\% | 0.1098 | 0 | 0 | 0\% | 0.00 | (0.49) |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 1140 | 1153 | 99\% | 0.1056 | 0 | 0 | 0\% | 0.00 | (0.49) |
|  |  | 1135 | 1150 | 99\% | 0.1135 | 0 | 0 | 0\% | 0.00 | (0.48) |
|  |  | 974 | 988 | 99\% | 0.1182 | 0 | 0 | 0\% | 0.00 | (0.48) |
|  |  | 782 | 822 | 95\% | 0.2152 | 0 | 0 | 0\% | 0.00 | (0.36) |
|  |  | 1026 | 1076 | 95\% | 0.2105 | 0 | 0 | 0\% | 0.00 | (0.37) |
|  |  | 762 | 798 | 95\% | 0.2076 | 0 | 0 | 0\% | 0.00 | (0.37) |
|  |  | 903 | 964 | 94\% | 0.2435 | 0 | 0 | 0\% | 0.00 | (0.31) |
|  |  | 948 | 1036 | 92\% | 0.2788 | 0 | 0 | 0\% | 0.00 | (0.23) |
|  |  | 916 | 986 | 93\% | 0.2568 | 0 | 0 | 0\% | 0.00 | (0.28) |
|  | August 2012 <br> July 2013 | 1078 | 1145 | 94\% | 0.2347 | 0 | 0 | 0\% | 0.00 | (0.32) |
| PO-3C LSR Rejection Notice Interval for Manual and IIS Product Aggregate Benchmark 1 |  | 1.37222222 | 2 | 69\% | 0.636111111 | 0 | 0 | 0\% | 0.00 | (0.94) |
|  | June 2013 <br> May 2013 | 4.18194444 | 7 | 60\% | 0.3375 | 0 | 0 | 0\% | 0.00 | (1.21) |
|  |  | 0.83263889 | 2 | 42\% | 0.402083333 | 0 | 0 | 0\% | 0.00 | (1.75) |
|  | April 2013 <br> March 2013 | 1.07222222 | 2 | 54\% | 0.702777778 | 0 | 0 | 0\% | 0.00 | (1.39) |
|  |  | 0.13819444 | 2 | 7\% | 0.025 | 0 | 0 | 0\% | 0.00 | (2.79) |
|  | February 2013 January 2013 | 0.12430556 | 1 | 12\% | 0 | 0 | 0 | 0\% | 0.00 | (2.63) |
|  |  | 0.28680556 | 1 | 29\% | 0 | 0 | 0 | 0\% | 0.00 | (2.14) |
|  | December 2012 | 1.05 | 3 | 35\% | 0.402083333 | 0 | 0 | 0\% | 0.00 | (1.95) |
|  | November 2012 <br> October 2012 <br> September 2012 | 0.69097222 | 2 | 35\% | 0.444444444 | 0 | 0 | 0\% | 0.00 | (1.96) |
|  |  | 1.27569444 | 6 | 21\% | 0.260416667 | 0 | 0 | 0\% | 0.00 | (2.36) |
|  |  | 1.17083333 | 5 | 23\% | 0.333333333 | 0 | 0 | 0\% | 0.00 | (2.30) |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-3X LSR Rejection Notice Interval for IMA - Rejected Manually Product Aggregate Benchmark 0.5 | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 18.425 | 300 | 01:28 | 0.213888889 | 0 | 0 | 00:00 | 0.00 | (2.63) |
|  |  | 10.8416667 | 227 | 01:09 | 0.058333333 | 0 | 0 | 00:00 | 0.00 | (2.71) |
|  |  | 7.30277778 | 228 | 00:46 | 0.059027778 | 0 | 0 | 00:00 | 0.00 | (2.81) |
|  |  | 8.4625 | 281 | 00:43 | 0.043055556 | 0 | 0 | 00:00 | 0.00 | (2.82) |
|  |  | 14.2444444 | 339 | 01:01 | 0.064583333 | 0 | 0 | 00:00 | 0.00 | (2.75) |
|  |  | 7.72638889 | 250 | 00:45 | 0.045833333 | 0 | 0 | 00:00 | 0.00 | (2.81) |
|  |  | 14.1 | 315 | 01:04 | 0.106944444 | 0 | 0 | 00:00 | 0.00 | (2.73) |


|  | December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 13.5111111 | 244 | 01:20 | 0.102777778 | 0 | 0 | 00:00 | 0.00 | (2.67) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 11.8076389 | 290 | 00:59 | 0.070833333 | 0 | 0 | 00:00 | 0.00 | (2.76) |
|  |  | 10.8805556 | 311 | 00:50 | 0.064583333 | 0 | 0 | 00:00 | 0.00 | (2.79) |
|  |  | 10.1798611 | 269 | 00:54 | 0.061805556 | 0 | 0 | 00:00 | 0.00 | (2.77) |
|  |  | 11.7840278 | 334 | 00:51 | 0.067361111 | 0 | 0 | 00:00 | 0.00 | (2.79) |
| PO-4A-1 LSRs Rejected for IMA - Rejected Manually Product Aggregate Diagnostic |  | 818 | 22288 | 00:52 | 0.188 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 759 | 20323 | 00:53 | 0.1896 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 750 | 21981 | 00:49 | 0.1815 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 834 | 23411 | 00:51 | 0.1854 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 925 | 21673 | 01:01 | 0.2021 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 862 | 25431 | 00:48 | 0.181 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 909 | 29496 | 00:44 | 0.1728 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 825 | 23536 | 00:50 | 0.1839 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 950 | 28391 | 00:48 | 0.1798 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 1104 | 34152 | 00:46 | 0.1769 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 859 | 27553 | 00:44 | 0.1738 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 942 | 32223 | 00:42 | 0.1685 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| PO-4A-2 LSRs Rejected for IMA - AutoRejected Product Aggregate Diagnostic | July 2013 <br> June 2013 | 8930 | 22288 | 40\% | 0.49 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 8241 | 20323 | 41\% | 0.491 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 9624 | 21981 | 44\% | 0.4961 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 10087 | 23411 | 43\% | 0.4952 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 8413 | 21673 | 39\% | 0.4873 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 10105 | 25431 | 40\% | 0.4893 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 11223 | 29496 | 38\% | 0.4855 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 9254 | 23536 | 39\% | 0.4885 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 11216 | 28391 | 40\% | 0.4889 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 14541 | 34152 | 43\% | 0.4945 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 10371 | 27553 | 38\% | 0.4845 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 12569 | 32223 | 39\% | 0.4878 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-4C LSRs Received via Facsimile Product Aggregate Diagnostic |  | 2 | 5 | 40\% | 0.4899 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 7 | 8 | 88\% | 0.3307 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 4 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 10 | 20\% | 0.4 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 5 | 20\% | 0.4 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 6 | 17\% | 0.3727 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 6 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 6 | 33\% | 0.4714 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 6 | 9 | 67\% | 0.4714 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 10 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 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 |  | 65 | 65 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 56 | 56 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 58 | 58 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 39 | 39 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 338 | 338 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 362 | 362 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 275 | 275 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 301 | 301 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 341 | 341 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 340 | 340 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 338 | 338 | 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 | July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 699 | 699 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 745 | 745 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 875 | 875 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 862 | 862 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 716 | 717 | 100\% | 0.0373 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  |  | 582 | 582 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 814 | 814 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 580 | 583 | 99\% | 0.0715 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  |  | 699 | 699 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 698 | 698 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 720 | 722 | 100\% | 0.0526 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  |  | 864 | 864 | 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 | July 2013June 2013 | 4114 | 4117 | 100\% | 0.027 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 3955 | 3955 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 | 4273 | 4273 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 4239 | 4239 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 4699 | 4699 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 4551 | 4551 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 4771 | 4771 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 3879 | 3881 | 100\% | 0.0227 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 4365 | 4365 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 4624 | 4625 | 100\% | 0.0147 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 4640 | 4646 | 100\% | 0.0359 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  |  | 4879 | 4879 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| PO-5B-(a) FOCs On Time For Electronic/Manual LSRs Received Via IMA Resale Aggregate Benchmark 0.9 | July 2013 <br> June 2013 | 69 | 69 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 27 | 27 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 24 | 24 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 32 | 32 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 318 | 318 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 365 | 365 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 234 | 243 | 96\% | 0.1889 | 0 | 0 | 0\% | 0.00 | (0.21) |
|  |  | 230 | 233 | 99\% | 0.1127 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  |  | 273 | 273 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 194 | 194 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 <br> August 2012 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 | 192 | 192 | 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 |  | 549 | 570 | 96\% | 0.1884 | 0 | 0 | 0\% | 0.00 | (0.21) |
|  |  | 561 | 582 | 96\% | 0.1865 | 0 | 0 | 0\% | 0.00 | (0.21) |
|  |  | 575 | 606 | 95\% | 0.2203 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 615 | 644 | 96\% | 0.2074 | 0 | 0 | 0\% | 0.00 | (0.18) |
|  |  | 576 | 608 | 95\% | 0.2233 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 497 | 530 | 94\% | 0.2416 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  |  | 620 | 641 | 97\% | 0.178 | 0 | 0 | 0\% | 0.00 | (0.22) |
|  |  | 500 | 524 | 95\% | 0.2091 | 0 | 0 | 0\% | 0.00 | (0.18) |
|  |  | 638 | 667 | 96\% | 0.2039 | 0 | 0 | 0\% | 0.00 | (0.19) |
|  |  | 696 | 726 | 96\% | 0.199 | 0 | 0 | 0\% | 0.00 | (0.20) |
|  |  | 554 | 579 | 96\% | 0.2033 | 0 | 0 | 0\% | 0.00 | (0.19) |
|  |  | 676 | 703 | 96\% | 0.1922 | 0 | 0 | 0\% | 0.00 | (0.21) |
| PO-5B-(c) FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP Benchmark 0.9 |  | 685 | 685 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 554 | 554 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 602 | 602 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 733 | 733 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 659 | 659 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |


|  | February 2013 January 2013 <br> December 2012 <br> November 2012 <br> October 2012 <br> September 2012 August 2012 | 606 | 606 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 654 | 654 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 515 | 525 | 98\% | 0.1367 | 0 | 0 | 0\% | 0.00 | (0.27) |
|  |  | 536 | 538 | 100\% | 0.0609 | 0 | 0 | 0\% | 0.00 | (0.32) |
|  |  | 701 | 701 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 590 | 590 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 643 | 643 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| PO-5C-(a) FOCs on Time for Manual | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Resale Aggregate Benchmark 0.9 | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | November 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 <br> July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-5C-(b) FOCs on Time for Manual Unbundled Loop AGG-EELs Benchmark 0.9 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | December 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2012 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| PO-5C-(c) FOCs on Time for Manual LNP Benchmark 0.9 | July 2013 <br> June 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | May 2013 <br> April 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 7 | 7 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | January 2013 December 2012 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | November 2012 October 2012 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2012 <br> September 2012 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2012 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-5D Firm Order Confirmations (FOCs) On Time LIS Trunk Benchmark 0.85 | July 2013 | 25 | 25 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | June 2013 | 11 | 11 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | May 2013 | 18 | 18 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | April 2013 | 35 | 35 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | March 2013 | 32 | 32 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | February 2013 | 29 | 29 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | January 2013 | 54 | 54 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | December 2012 | 37 | 37 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | November 2012 | 25 | 25 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
|  | October 2012 | 39 | 39 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |


|  | September 2012 <br> August 2012 | 32 | 32 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 70 | 70 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.53) |
| PO-6 Work Completion Notification Timeliness All Benchmark 0.25 |  | 28.9145833 | 4696 | 1\% | 0.047222222 | 0 | 0 | 0\% | 0.00 | (2.93) |
|  | June 2013 | 18.3208333 | 4087 | 0\% | 0.01875 | 0 | 0 | 0\% | 0.00 | (2.95) |
| Timeliness All Benchmark 0.25 | May 2013 <br> April 2013 | 18.0944444 | 4870 | 0\% | 0.0375 | 0 | 0 | 0\% | 0.00 | (2.96) |
|  |  | 17.4881944 | 5092 | 0\% | 0.010416667 | 0 | 0 | 0\% | 0.00 | (2.96) |
|  | March 2013 <br> February 2013 | 19.3868056 | 4962 | 0\% | 0.014583333 | 0 | 0 | 0\% | 0.00 | (2.95) |
|  |  | 26.7069444 | 5283 | 0\% | 0.021527778 | 0 | 0 | 0\% | 0.00 | (2.94) |
|  | January 2013 <br> December 2012 | 31.5291667 | 5915 | 1\% | 0.0375 | 0 | 0 | 0\% | 0.00 | (2.94) |
|  |  | 32.9583333 | 5192 | 1\% | 0.107638889 | 0 | 0 | 0\% | 0.00 | (2.92) |
|  | November 2012 | 17.8402778 | 5086 | 0\% | 0.026388889 | 0 | 0 | 0\% | 0.00 | (2.96) |
|  | October 2012 <br> September 2012 | 34.8416667 | 5943 | 1\% | 0.059027778 | 0 | 0 | 0\% | 0.00 | (2.93) |
|  |  | 26.1013889 | 5305 | 0\% | 0.034027778 | 0 | 0 | 0\% | 0.00 | (2.94) |
|  | July 2013 | 28.9125 | 5879 | 0\% | 0.01875 | 0 | 0 | 0\% | 0.00 | (2.94) |
| PO-7X,C Notices Made Available via IMA GUI and XML / Billing System Posting Completions All Parity |  | 1644 | 1644 | 00:00 | 0 | 152567 | 152567 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 1487 | 1487 | 00:00 | 0 | 151738 | 151738 | 00:00 | 0.00 | 0.00 |
|  | May 2013 | 2474 | 2474 | 00:00 | 0 | 151875 | 151875 | 00:00 | 0.00 | 0.00 |
| Completions All Parity | April 2013 March 2013 | 2529 | 2529 | 00:00 | 0 | 141474 | 141474 | 00:00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 2523 | 2523 | 00:00 | 0 | 149149 | 149149 | 00:00 | 0.00 | 0.00 |
|  |  | 2128 | 2128 | 00:00 | 0 | 137959 | 137959 | 00:00 | 0.00 | 0.00 |
|  | January 2013 | 2733 | 2733 | 00:00 | 0 | 156066 | 156066 | 00:00 | 0.00 | 0.00 |
|  | December 2012 | 2271 | 2272 | 23:59 | 0.021 | 125341 | 125341 | 00:00 | 0.00 | 0.00 |
|  | November 2012 | 2270 | 2270 | 00:00 | 0 | 144786 | 144786 | 00:00 | 0.00 | 0.00 |
|  | October 2012 <br> September 2012 | 2760 | 2760 | 00:00 | 0 | 154027 | 154027 | 00:00 | 0.00 | 0.00 |
|  |  | 2226 | 2226 | 00:00 | 0 | 137662 | 137662 | 00:00 | 0.00 | 0.00 |
|  | July 2013June 2013 | 2931 | 2931 | 00:00 | 0 | 158493 | 158493 | 00:00 | 0.00 | 0.00 |
| PO-8A Jeopardy Notice Interval NonDesigned Services Parity |  | 1 | 1 | 100\% | 0 | 21 | 26 | 81\% | -0.38 | (1.23) |
|  |  | 0 | 1 | 0\% | 0 | 32 | 40 | 80\% | 1.04 | (0.72) |
| Designed Services Parity | June 2013 <br> May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 20 | 5 | 400\% | 3.54 | 52 | 36 | 144\% | -1.26 | (1.76) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 27 | 7 | 386\% | 1.46 | 90 | 77 | 117\% | -3.53 | (3.15) |
|  | January 2013December 2012 | 3 | 2 | 150\% | 0.71 | 51 | 59 | 86\% | -0.96 | (1.59) |
|  |  | 15 | 3 | 500\% | 2.65 | 52 | 62 | 84\% | -11.62 | (8.06) |
|  | November 2012 | 0 | 2 | 0\% | 0 | 17 | 25 | 68\% | 1.48 | (0.40) |
|  | October 2012 <br> September 2012 | 2 | 1 | 200\% | 0 | 28 | 28 | 100\% | -1.09 | (1.66) |
|  |  | 14 | 5 | 280\% | 2.59 | 35 | 24 | 146\% | -1.69 | (2.03) |
|  | August 2012 | 15 | 2 | 750\% | 0.71 | 47 | 42 | 112\% | -6.46 | (4.93) |
| PO-8B Jeopardy Notice Interval Unbundled Loops and Number Portability Parity | July 2013 | 4 | 1 | 4 | 0 | 21 | 26 | 1 | -6.37 | (4.88) |
|  | June 2013 | 9 | 3 | 3 | 1 | 32 | 40 | 1 | -4.85 | (3.95) |
|  | May 2013 | 240 | 81 | 3 | 2.09 | 32 | 36 | 1 | -13.85 | (9.42) |
|  |  | 248 | 80 | 3 | 1.71 | 52 | 36 | 1 | -1.94 | (2.18) |
|  | March 2013 | 206 | 71 | 3 | 2.23 | 37 | 49 | 1 | -19.38 | (12.78) |
|  | February 2013 | 353 | 108 | 3 | 3.72 | 90 | 77 | 1 | -7.30 | (5.44) |
|  | January 2013 December 2012 | 258 | 87 | 3 | 1.85 | 51 | 59 | 1 | -13.57 | (9.25) |
|  |  | 169 | 59 | 3 | 1.38 | 52 | 62 | 1 | -18.39 | (12.18) |
|  | December 2012 <br> November 2012 | 163 | 62 | 3 | 1.97 | 17 | 25 | 1 | -13.12 | (8.97) |
|  | October 2012 | 271 | 79 | 3 | 2.04 | 28 | 28 | 1 | -12.24 | (8.44) |
|  | September 2012 | 340 | 76 | 4 | 2.19 | 35 | 24 | 1 | -7.98 | (5.85) |
|  | August 2012 | 268 | 86 | 3 | 1.79 | 47 | 42 | 1 | -7.77 | (5.72) |
| PO-9A Timely Jeopardy Notices NonDesigned Services Parity | July 2013 <br> June 2013 | 1 | 8 | 0 | 0.3307 | 8 | 122 | 0 | -0.66 | (1.40) |
|  |  | 0 | 4 | 0 | 0 | 8 | 106 | 0 | 0.56 | (1.38) |
|  | May 2013 | 0 | 3 | 0 | 0 | 19 | 108 | 0 | 0.79 | (1.10) |











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

Parity
Benchmark 0.95
Benchmark 0.95
Benchmark 0.95
Benchmark 90
Benchmark 120
Benchmark 150
Benchmark 0.9
Benchmark 0.9
Benchmark 10
Benchmark
Parity by Design
Parity by Design
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Parity by Design
Parity by Design
Benchmark 0.9925
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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 ..... ParityMR-4C All Troubles Cleared within 48 Hours Residence ParityParity
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 ..... ParityMR-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 ..... ParityMR-4E All Troubles Cleared within 48 Hours Unbundled Loop Analog ParityParity
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
MR-5A All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable ParityMR-5A All Troubles Cleared within 4 Hours LIS Trunk ParityMR-5A All Troubles Cleared within 4 Hours UDIT Above DS1 Level ParityDiagnostic
ParityParityMR-5A All Troubles Cleared within 4 Hours UDIT DS1 ParityParityMR-5A All Troubles Cleared within 4 Hours Unbundled Loop - 4 Wire Non-Loaded ParityParityParity
MR-5A All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable Parity RR-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 ParityMR-5B All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable ParityParityMR-5B All Troubles Cleared within 4 Hours ISDN Primary ParityParityMR-5B All Troubles Cleared within 4 Hours LIS Trunk Parity
ParityMR-5B All Troubles Cleared within 4 Hours UDIT Above DS1 Level ParityParityMR-5B All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable Parity
ParityParity
MR-6A Mean Time to Restore Basic Rate ISDN Parity Parity
MR-6A Mean Time to Restore Business Parity Parity
MR-6A Mean Time to Restore Centrex Parity ..... Parity
MR-6A Mean Time to Restore Centrex 21 Parity ..... Parity
MR-6A Mean Time to Restore Line Sharing Parity ..... Parity
MR-6A Mean Time to Restore Line Splitting Parity ..... ParityMR-6A Mean Time to Restore PBX Parity
MR-6A Mean Time to Restore Residence ParityParity
MR-6A Mean Time to Restore UNE - P (POTS) Parity Parity
MR-6A Mean Time to Restore UNE P (Centrex 21) Parity ..... Parity
MR-6A Mean Time to Restore UNE P (Centrex) Parity ..... Parity
MR-6B Mean Time to Restore Business Parity ..... Parity
MR-6B Mean Time to Restore Centrex 21 Parity ..... Parity
MR-6B Mean Time to Restore PBX Parity Parity
MR-6B Mean Time to Restore Residence Parity ..... Parity
MR-6B Mean Time to Restore UNE - P (POTS) Parity ..... Parity
MR-6C Mean Time to Restore Business Parity ..... Parity
MR-6C Mean Time to Restore Centrex 21 Parity ..... Parity
MR-6C Mean Time to Restore Line Sharing Parity
MR-6C Mean Time to Restore Line Splitting Parity ..... Parity
MR-6C Mean Time to Restore Residence Parity ..... Parity
MR-6C Mean Time to Restore UNE - P (POTS) Parity ..... Parity
MR-6C Mean Time to Restore UNE P (Centrex 21) Parity ..... Parity
MR-6C Mean Time to Restore UNE P (Centrex) Parity ..... Parity
MR-6D Mean Time to Restore Dark Fiber - IOF Parity ..... Parity
MR-6D Mean Time to Restore Dark Fiber - Loop Parity ..... Parity
MR-6D Mean Time to Restore DS0 Parity ..... Parity
MR-6D Mean Time to Restore DS1 Parity ParityMR-6D Mean Time to Restore Enhanced Extended Loops - DS0 Capable DiagnosticMR-6D Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity
MR-6D Mean Time to Restore LIS Trunk ParityDiagnosticParity
Parity
MR-6D Mean Time to Restore UDIT Above DS1 Level Parity ..... Parity
MR-6D Mean Time to Restore UDIT DS1 Parity ..... Parity
MR-6D Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded Parity ..... Parity
MR-6D Mean Time to Restore Unbundled Loop - 4 Wire Non-Loaded Parity ..... ParityMR-6D Mean Time to Restore Unbundled Loop - ADSL Qualified ParityParity
MR-6D Mean Time to Restore Unbundled Loop - DS1 Capable Parity ..... Parity
MR-6D Mean Time to Restore Unbundled Loop - XDSLi Parity ..... Parity
MR-6D Mean Time to Restore Unbundled Loop Analog Parity ..... Parity
MR-6D Mean Time to Restore Unbundled Loop ISDN Capable Parity ..... ParityMR-6E Mean Time to Restore Dark Fiber - IOF Parity
ParityMR-6E Mean Time to Restore Dark Fiber - Loop Parity
MR-6E Mean Time to Restore DS1 Parity Parity
MR-6E Mean Time to Restore E911 Parity Parity
MR-6E Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity Parity
MR-6E Mean Time to Restore ISDN Primary Parity Parity
MR-6E Mean Time to Restore LIS Trunk Parity
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
Mean Time to Restore Unbundled Loop - DS1 Capable Parity
MR-6E Mean Time to Restore Unbundled Loop - XDSLi Parity Parity
MR-6E Mean Time to Restore Unbundled Loop Analog Parity Parity
MR-6E Mean Time to Restore Unbundled Loop ISDN Capable Parity Parity
MR-7A Repair Repeat Report Rate Basic Rate ISDN Parity Parity
MR-7A Repair Repeat Report Rate Business Parity Parity
MR-7A Repair Repeat Report Rate Centrex Parity Parity
MR-7A Repair Repeat Report Rate Centrex 21 Parity Parity
MR-7A Repair Repeat Report Rate Line Sharing Parity Parity
MR-7A Repair Repeat Report Rate Line Splitting Parity Parity
MR-7A Repair Repeat Report Rate PBX Parity Parity
MR-7A Repair Repeat Report Rate Residence Parity Parity
MR-7A Repair Repeat Report Rate UNE - P (POTS) Parity Parity
MR-7A Repair Repeat Report Rate UNE P (Centrex 21) Parity Parity
MR-7A Repair Repeat Report Rate UNE P (Centrex) Parity Parity
MR-7B Repair Repeat Report Rate Business Parity Parity
MR-7B Repair Repeat Report Rate Centrex 21 Parity Parity
MR-7B Repair Repeat Report Rate PBX Parity Parity
MR-7B Repair Repeat Report Rate Residence Parity Parity
MR-7B Repair Repeat Report Rate UNE - P (POTS) Parity Parity
MR-7C Repair Repeat Report Rate Business Parity Parity
MR-7C Repair Repeat Report Rate Centrex 21 Parity Parity
MR-7C Repair Repeat Report Rate Line Sharing Parity Parity
MR-7C Repair Repeat Report Rate Line Splitting Parity Parity
MR-7C Repair Repeat Report Rate Residence Parity Parity
MR-7C Repair Repeat Report Rate UNE - P (POTS) Parity Parity
MR-7C Repair Repeat Report Rate UNE P (Centrex 21) Parity Parity
MR-7C Repair Repeat Report Rate UNE P (Centrex) Parity Parity
MR-7D Repair Repeat Report Rate Dark Fiber - IOF Parity Parity
MR-7D Repair Repeat Report Rate Dark Fiber - Loop Parity Parity
MR-7D Repair Repeat Report Rate DS0 Parity Parity
MR-7D Repair Repeat Report Rate DS1 Parity
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 R R ir Rarity
MR-7D Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded Parity Parity
MR-7D Repair Repeat Report Rate Unbundled Loop - 4 Wire Non-Loaded Parity Parity
MR-7D Repair Repeat Report Rate Unbundled Loop - ADSL Qualified Parity Parity
MR-7D Repair Repeat Report Rate Unbundled Loop - DS1 Capable Parity Parity
MR-7D Repair Repeat Report Rate Unbundled Loop - XDSLi Parity Parity
MR-7D Repair Repeat Report Rate Unbundled Loop Analog Parity Parity

| MR-7D | Repair Repeat Report Rate Unbundled Loop ISDN Capable Parity | Parity |  |
| :---: | :---: | :---: | :---: |
| MR-7E | Repair Repeat Report Rate Dark Fiber - IOF Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate Dark Fiber - Loop Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate DS1 Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate E911 Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate ISDN Primary Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate LIS Trunk Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate UDIT Above DS1 Level Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate Unbundled Loop-2 Wire Non-Loaded Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - ADSL Qualified Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - DS1 Capable Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - XDSLi Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate Unbundled Loop Analog Parity | Parity |  |
| MR-7E | Repair Repeat Report Rate Unbundled Loop ISDN Capable Parity | Parity |  |
| MR-8 | Trouble Rate Basic Rate ISDN Parity | Parity |  |
| MR-8 | Trouble Rate Business Parity | Parity |  |
| MR-8 | Trouble Rate Centrex Parity | Parity |  |
| MR-8 | Trouble Rate Centrex 21 Parity | Parity |  |
| MR-8 | Trouble Rate Dark Fiber - IOF Diagnostic | Diagnostic |  |
| MR-8 | Trouble Rate Dark Fiber - Loop Diagnostic | Diagnostic |  |
| MR-8 | Trouble Rate DS0 Parity | Parity |  |
| MR-8 | Trouble Rate DS1 Parity | Parity |  |
| MR-8 | Trouble Rate DS3 Parity | Parity |  |
| MR-8 | Trouble Rate E911 Parity | Parity |  |
| MR-8 | Trouble Rate Enhanced Extended Loops - DS0 Capable Diagnostic | Diagnostic |  |
| MR-8 | Trouble Rate Enhanced Extended Loops - DS1 Capable Parity | Parity |  |
| MR-8 | Trouble Rate Enhanced Extended Loops - DS3 Capable Diagnostic | Diagnostic |  |
| MR-8 | Trouble Rate Frame Relay Parity | Parity |  |
| MR-8 | Trouble Rate ISDN Primary Parity | Parity |  |
| MR-8 | Trouble Rate Line Sharing Parity | Parity |  |
| MR-8 | Trouble Rate Line Splitting Parity | Parity |  |
| MR-8 | Trouble Rate LIS Trunk Parity | Parity |  |
| MR-8 | Trouble Rate PBX Parity | Parity |  |
| MR-8 | Trouble Rate Residence Parity | Parity |  |
| MR-8 | Trouble Rate Sub-Loop Unbundling Diagnostic | Diagnostic |  |
| MR-8 | Trouble Rate UDIT Above DS1 Level Parity | Parity |  |
| MR-8 | Trouble Rate UDIT DS1 Parity | Parity |  |
| MR-8 | Trouble Rate Unbundled Loop-2 Wire Non-Loaded Parity | Parity |  |
| MR-8 | Trouble Rate Unbundled Loop-4 Wire Non-Loaded Parity | Parity |  |
| MR-8 | Trouble Rate Unbundled Loop - ADSL Qualified Parity | Parity |  |
| MR-8 | Trouble Rate Unbundled Loop - DS1 Capable Parity | Parity |  |
| MR-8 | Trouble Rate Unbundled Loop - XDSLi Parity | Parity |  |
| MR-8 | Trouble Rate Unbundled Loop Analog Parity | Parity |  |
| MR-8 | Trouble Rate Unbundled Loop ISDN Capable Parity | Parity |  |
| MR-8 | Trouble Rate UNE - P (POTS) Parity | Parity |  |
| MR-8 | Trouble Rate UNE P (Centrex 21) Parity | Parity |  |
| MR-8 T | Trouble Rate UNE P (Centrex) Parity | Parity |  |
| MR-9A | Repair Appointments Met Business Parity | Parity |  |
| MR-9A | Repair Appointments Met Centrex Parity | Parity |  |
| MR-9A | Repair Appointments Met Centrex 21 Parity | Parity |  |
| MR-9A | Repair Appointments Met PBX Parity | Parity |  |
| MR-9A | Repair Appointments Met Residence Parity | Parity |  |
| MR-9A | Repair Appointments Met UNE - P (POTS) Parity | Parity |  |
| MR-9B | Repair Appointments Met Business Parity | Parity |  |
| MR-9B | Repair Appointments Met Centrex 21 Parity | Parity |  |
| MR-9B | Repair Appointments Met PBX Parity | Parity |  |
| MR-9B | Repair Appointments Met Residence Parity | Parity |  |
| MR-9B | Repair Appointments Met UNE - P (POTS) Parity | Parity |  |
| MR-9C | Repair Appointments Met Business Parity | Parity |  |
| MR-9C | Repair Appointments Met Centrex 21 Parity | Parity |  |
| MR-9C | Repair Appointments Met Residence Parity | Parity |  |
| MR-9C | Repair Appointments Met UNE - P (POTS) Parity | Parity |  |
| NI-1A | Trunk Blockage to Qwest Tandem Offices LIS Trunk Parity 0.01 | Parity | 0.01 |
| NI-1B | Trunk Blockage to Qwest End Offices LIS Trunk Parity 0.01 | Parity | 0.01 |
| 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 | A Coordinated Cuts Completed on Time Unbundled Loop - Analog Benchmark 0.95 | Benchmark | 0.95 |
| OP-13A | A Coordinated Cuts Completed on Time Unbundled Loop Other Benchmark 0.95 | Benchmark | 0.95 |
| OP-13B | Coordinated Cuts Started Without CLEC Approval Unbundled Loop - Analog Diagnostic | Diagnostic |  |
| OP-13B | Coordinated Cuts Started Without CLEC Approval Unbundled Loop Other Diagnostic | Diagnostic |  |
| OP-15A | A Interval for Pending Orders Delayed Past Due Date Business Parity | Parity |  |
| OP-15A | A Interval for Pending Orders Delayed Past Due Date Enhanced Extended Loops (EELs) Diagnostic | Diagnostic |  |
| OP-15A | A Interval for Pending Orders Delayed Past Due Date Line Splitting Parity | Parity |  |
| OP-15A | A Interval for Pending Orders Delayed Past Due Date Residence Parity | Parity |  |
| OP-15A | A Interval for Pending Orders Delayed Past Due Date Unbundled Loop-2 Wire Non-Loaded Parity | Parity |  |
| OP-15A | A Interval for Pending Orders Delayed Past Due Date Unbundled Loop - ADSL Qualified Parity | Parity |  |


| OP-15A | A Interval for Pending Orders Delayed Past Due Date Unbundled Loop - DS1 Capable Parity | Parity |  |
| :---: | :---: | :---: | :---: |
| OP-15A | A 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 Diagnos | 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 | A Timeliness of Disconnects associated with LNP Orders LNP Benchmark 0.9825 | Benchmark | 0.9825 |
| OP-17B | Timeliness of Disconnects associated with LNP Orders LNP Diagnostic | Diagnostic |  |
| OP-2 C | Calls Answered within Twenty Seconds - Interconnect Provisioning Center Parity | Parity |  |
| OP-3A | Installation Commitments Met Business Parity | Parity |  |
| OP-3A | Installation Commitments Met Line Splitting Benchmark 0.95 | Benchmark | 0.95 |
| OP-3A | Installation Commitments Met Residence Parity | Parity |  |
| OP-3A | Installation Commitments Met UNE - P (POTS) Parity | Parity |  |
| OP-3A | Installation Commitments Met UNE P (Centrex) Parity | Parity |  |
| OP-3B | Installation Commitments Met Business Parity | Parity |  |
| OP-3B | Installation Commitments Met Residence Parity | Parity |  |
| OP-3B | Installation Commitments Met Sub-Loop Unbundling Diagnostic | Diagnostic |  |
| OP-3B | Installation Commitments Met UNE - P (POTS) Parity | Parity |  |
| OP-3C | Installation Commitments Met Business Parity | Parity |  |
| OP-3C | Installation Commitments Met Centrex Parity | Parity |  |
| OP-3C | Installation Commitments Met Line Splitting Benchmark 0.95 | Benchmark | 0.95 |
| OP-3C | Installation Commitments Met PBX Parity | Parity |  |
| OP-3C | Installation Commitments Met Residence Parity | Parity |  |
| OP-3C | Installation Commitments Met UNE - P (POTS) Parity | Parity |  |
| OP-3D | Installation Commitments Met Basic Rate ISDN Parity | Parity |  |
| OP-3D | Installation Commitments Met Dark Fiber - IOF Diagnostic | Diagnostic |  |
| OP-3D | Installation Commitments Met DSO Parity | Parity |  |
| OP-3D | Installation Commitments Met E911 Parity | Parity |  |
| OP-3D | Installation Commitments Met Enhanced Extended Loops - DSO 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
OP-4C Installation Interval Residence Parity
OP-4C Installation Interval UNE - P (POTS) Parity
OP-4D Installation Interval Basic Rate ISDN Parity
OP-4D Installation Interval Dark Fiber - IOF Diagnostic
OP-4D Installation Interval DS0 Parity
OP-4D Installation Interval Enhanced Extended Loops - DS0 Capable Diagnostic
OP-4D Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6
OP-4D Installation Interval Enhanced Extended Loops - DS3 Capable Diagnostic
OP-4D Installation Interval ISDN Primary Parity
OP-4D Installation Interval LIS Trunk Parity
OP-4D Installation Interval PBX Parity
OP-4D Installation Interval UDIT Above DS1 Level Parity
OP-4D Installation Interval Unbundled Loop - 2 Wire Non-Loaded Benchmark 6
OP-4D Installation Interval Unbundled Loop-4 Wire Non-Loaded Parity
OP-4D Installation Interval Unbundled Loop - ADSL Qualified Benchmark 6
OP-4D Installation Interval Unbundled Loop - DS1 Capable Benchmark 5.5
OP-4D Installation Interval Unbundled Loop - DS3 Capable Parity
OP-4D Installation Interval Unbundled Loop - XDSLi Benchmark 6
OP-4D Installation Interval Unbundled Loop Analog Benchmark 6
OP-4D Installation Interval Unbundled Loop Conditioned Benchmark 15
OP-4D Installation Interval Unbundled Loop ISDN Capable Parity
OP-4E Installation Interval Basic Rate ISDN Parity
OP-4E Installation Interval E911 Parity
OP-4E Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6
OP-4E Installation Interval LIS Trunk Parity
OP-4E Installation Interval PBX Parity
OP-4E Installation Interval Unbundled Loop-2 Wire Non-Loaded Benchmark 6
OP-4E Installation Interval Unbundled Loop - ADSL Qualified Benchmark 6
OP-4E Installation Interval Unbundled Loop - DS1 Capable Benchmark 5.5
OP-4E Installation Interval Unbundled Loop - XDSLi Benchmark 6
OP-4E Installation Interval Unbundled Loop Analog Benchmark 6
OP-4E Installation Interval Unbundled Loop Conditioned Benchmark 15
OP-4E Installation Interval Unbundled Loop ISDN Capable Parity
OP-5A New Service Installation Quality Reported to Repair Basic Rate ISDN Parity
OP-5A New Service Installation Quality Reported to Repair Business Parity
OP-5A New Service Installation Quality Reported to Repair Centrex Parity
OP-5A New Service Installation Quality Reported to Repair Dark Fiber - IOF Diagnostic
OP-5A New Service Installation Quality Reported to Repair DS0 Parity
OP-5A New Service Installation Quality Reported to Repair E911 Parity
Benchmark
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Diagnostic
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Benchmark
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Benchmark
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Benchmark 6
Benchmark 5.5
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Benchmark 6
Benchmark 6
Benchmark 15
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Benchmark 6
Benchmark 6
Benchmark 5.5
Benchmark 6
Benchmark 6
Benchmark 15
Parity
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Diagnostic
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Parity
OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS0 Capable Diagnosti 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 Diagnosti 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
OP-5A New Service Installation Quality Reported to Repair Residence Parity
OP-5A New Service Installation Quality Reported to Repair Sub-Loop Unbundling Diagnostic
OP-5A New Service Installation Quality Reported to Repair UDIT Above DS1 Level Parity
OP-5A New Service Installation Quality Reported to Repair UDIT DS1 Parity
OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - 2 Wire Non-Loaded Parity
OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - 4 Wire Non-Loaded Parity
OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - ADSL Qualified Parity
OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - DS1 Capable Parity
OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - DS3 Capable Parity
OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - XDSLi Parity
OP-5A New Service Installation Quality Reported to Repair Unbundled Loop Analog Parity
OP-5A New Service Installation Quality Reported to Repair Unbundled Loop ISDN Capable Parity
OP-5A New Service Installation Quality Reported to Repair UNE - P (POTS) Parity
OP-5A New Service Installation Quality Reported to Repair UNE P (Centrex) Parity
OP-5B New Service Provisioning Quality Basic Rate ISDN Benchmark 0.965
OP-5B New Service Provisioning Quality Business Benchmark 0.965
OP-5B New Service Provisioning Quality Centrex Benchmark 0.965
OP-5B New Service Provisioning Quality DS0 Benchmark 0.965
OP-5B New Service Provisioning Quality Enhanced Extended Loops - DS0 Capable Benchmark 0.965
OP-5B New Service Provisioning Quality Enhanced Extended Loops - DS1 Capable Benchmark 0.965
OP-5B New Service Provisioning Quality Enhanced Extended Loops - DS3 Capable Benchmark 0.965
OP-5B New Service Provisioning Quality Frame Relay Diagnostic
OP-5B New Service Provisioning Quality ISDN Primary Benchmark 0.965
OP-5B New Service Provisioning Quality Line Splitting Benchmark 0.965
OP-5B New Service Provisioning Quality PBX Benchmark 0.965
OP-5B New Service Provisioning Quality Residence Benchmark 0.965
OP-5B New Service Provisioning Quality Sub-Loop Unbundling Diagnostic
OP-5B New Service Provisioning Quality Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.965
OP-5B New Service Provisioning Quality Unbundled Loop-4 Wire Non-Loaded Benchmark 0.965

Parity
Benchmark 0.965
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Diagnostic
Benchmark
Benchmark 0.965
Benchmark 0.965
Benchmark 0.965
Diagnostic
Benchmark
Benchmark

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

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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 Benchmar Benchmark
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 WIO UNE-P-POTS
-POTS Ben Benchmark
PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate Benchmark 0 Benchmark
PO-2B Electronic Flow-through for all eligible LSRs Received via IMA UNE P (POTS AGG) Benchmark 0.95 Benchmark
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 Benchmark
PO-5A-(b) FOCs On Time for Fully Electronic LSRs Received Via IMA Unbundled Loop Aggregate Benchmark (Benchmark
PO-5A-(c) FOCs On Time for Fully Electronic LSRs Received Via IMA LNP Benchmark 0.95 Benchmark
PO-5B-(a) FOCs On Time For Electronic/Manual LSRs Received Via IMA Resale Aggregate Benchmark 0.9 Benchmark
PO-5B-(b) FOCs On Time For Electronic/Manual LSRs Received Via IMA Unbundled Loop AGG-EELs Benchm $\operatorname{Benchmark}$
PO-5B-(c) FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP Benchmark 0.9 Benchmark
PO-5C-(a) FOCs on Time for Manual Resale Aggregate Benchmark 0.9 Benchmark
PO-5C-(b) FOCs on Time for Manual Unbundled Loop AGG-EELs Benchmark 0.9
PO-5C-(c) FOCs on Time for Manual LNP Benchmark 0.9
PO-5D Firm Order Confirmations (FOCs) On Time LIS Trunk Benchmark 0.85
PO-6 Work Completion Notification Timeliness All Benchmark 0.25
PO-7X,C Notices Made Available via IMA - GUI and XML / Billing System Posting Completions All Parity PO-8A Jeopardy Notice Interval Non-Designed Services Parity

Benchmark
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PO-8B Jeopardy Notice Interval Unbundled Loops and Number Portability Parity
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PO-8D Jeopardy Notice Interval UNE - P (POTS) Parity
Parity
PO-9D Timely Jeopardy Notices UNE - P (POTS) Parity Parity

| PID | Format |
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| 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 |
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| PID | Format |
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| MR-3 | Percent |
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| 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 |
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| PO-15 | Number |
| PO-16 | Percent |
| PO-19 | Percent |
| PO-1A | Seconds |
| PO-1X | Seconds |
| PO-20 | Percent |
| PO-2 | Percent |
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| 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 |
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| PO-7 | Percent |
| PO-8 | Days |
| PO-9 | Percent |

