## Performance Results

## January 2013 - December 2013

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| PID Description <br> BI-1A Time to Provide Usage Records UNEs and Resale Aggregate Parity | Month <br> December 2013 <br> November 2013 <br> October 2013 <br> September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | CLEC Numerator | CLEC <br> Denominator | CLEC Result | Standard Deviation | Qwest Numerator | Qwest Denominator | Q Result | Modified Z | Parity |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 5363099 | 2256987 | 2 | 0.56 | 2472881 | 526407 | 5 | -255.67 | (156.44) |
|  |  | 4779642 | 2101484 | 2 | 0.52 | 2063715 | 465337 | 4 | -232.26 | (142.20) |
|  |  | 5557100 | 2388789 | 2 | 0.49 | 1834787 | 499460 | 4 | -188.04 | (115.32) |
|  |  | 5271502 | 2256650 | 2 | 0.49 | 1875491 | 483897 | 4 | -184.88 | (113.40) |
|  |  | 5392663 | 2299374 | 2 | 0.5 | 1840826 | 497862 | 4 | -184.40 | (113.11) |
|  |  | 5651573 | 2411369 | 2 | 0.49 | 1900281 | 533218 | 4 | -176.99 | (108.60) |
|  |  | 5593718 | 2378622 | 2 | 0.5 | 1805667 | 484386 | 4 | -181.88 | (111.58) |
|  |  | 6367286 | 2718100 | 2 | 0.51 | 2031612 | 554971 | 4 | -198.31 | (121.56) |
|  |  | 6127496 | 2602700 | 2 | 0.54 | 1974436 | 543515 | 4 | -193.94 | (118.91) |
|  |  | 6055611 | 2577691 | 2 | 0.5 | 1849856 | 510390 | 4 | -185.49 | (113.77) |
|  |  | 5551901 | 2367692 | 2 | 0.51 | 1509675 | 462471 | 3 | -142.11 | (87.40) |
|  |  | 6446302 | 2772364 | 2 | 0.49 | 2049575 | 573345 | 4 | -183.46 | (112.53) |
| BI-1B Time to Provide Usage Records Jointly-provided Switched Access Benchmark 0.95 | January 2013 December 2013 | 19890021 | 19890021 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | November 2013 <br> October 2013 | 20276063 | 20276064 | 100\% | 0.0002 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 22447854 | 22447854 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | September 2013 August 2013 | 19643480 | 19643482 | 100\% | 0.0003 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 20994490 | 20994490 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | July 2013 <br> June 2013 | 23943169 | 23943189 | 100\% | 0.0009 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 21393472 | 21393583 | 100\% | 0.0023 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 25289627 | 25289635 | 100\% | 0.0006 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 24442524 | 24442524 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 23259000 | 23259000 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 22764214 | 22764683 | 100\% | 0.0045 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | January 2013 December 2013 | 25511190 | 25511190 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| BI-1C-1 Time to Provide Usage Records [CAT11] UNEs and Resale Aggregate Parity |  | 10 | 5 | 2 | 0 | 2472881 | 526407 | 5 | -1.02 | (1.62) |
|  | November 2013October 2013 | 10 | 5 | 2 | 0 | 2063715 | 465337 | 4 | -0.95 | (1.58) |
|  |  | 17 | 8 | 2 | 0.35 | 1834787 | 499460 | 4 | -0.95 | (1.58) |
|  | September 2013 August 2013 | 14 | 7 | 2 | 0 | 1875491 | 483897 | 4 | -0.94 | (1.57) |
|  |  | 17 | 8 | 2 | 0.35 | 1840826 | 497862 | 4 | -0.95 | (1.58) |
|  | July 2013 | 23 | 10 | 2 | 0.48 | 1900281 | 533218 | 4 | -0.88 | (1.53) |
|  | June 2013May 2013 | 26 | 13 | 2 | 0 | 1805667 | 484386 | 4 | -1.30 | (1.79) |
|  |  | 36 | 17 | 2 | 0.33 | 2031612 | 554971 | 4 | -1.41 | (1.86) |
|  | April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 19962 | 8543 | 2 | 0.47 | 1974436 | 543515 | 4 | -26.89 | (17.35) |
|  |  | 39 | 18 | 2 | 0.38 | 1849856 | 510390 | 4 | -1.38 | (1.84) |
|  |  | 85 | 38 | 2 | 0.43 | 1509675 | 462471 | 3 | -1.57 | (1.96) |
|  |  | 16 | 8 | 2 | 0 | 2049575 | 573345 | 4 | -0.95 | (1.58) |
| BI-1C-2 Time to Provide Usage Records [CAT10] UNEs and Resale Aggregate Parity | December 2013 | 5363089 | 2256982 | 2 | 0.56 | 2472881 | 526407 | 5 | -255.67 | (156.44) |
|  | November 2013 October 2013 | 4779632 | 2101479 | 2 | 0.52 | 2063715 | 465337 | 4 | -232.26 | (142.20) |
|  |  | 5557083 | 2388781 | 2 | 0.49 | 1834787 | 499460 | 4 | -188.04 | (115.32) |
|  | September 2013 | 5271488 | 2256643 | 2 | 0.49 | 1875491 | 483897 | 4 | -184.88 | (113.40) |
|  |  | 5392646 | 2299366 | 2 | 0.5 | 1840826 | 497862 | 4 | -184.40 | (113.11) |
|  | August 2013 <br> July 2013 | 5651550 | 2411359 | 2 | 0.49 | 1900281 | 533218 | 4 | -176.99 | (108.60) |
|  | 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) |
|  |  | 6107534 | 2594157 | 2 | 0.54 | 1974436 | 543515 | 4 | -193.87 | (118.87) |



|  | September 2013 | 25712 | 25712 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 25803 | 25803 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | July 2013 | 24456 | 24456 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | June 2013 | 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) |
| BI-5A Billing Accuracy \& Claims Processing | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| - Acknowledgment All Benchmark 0.95 | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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) |
| BI-5B Billing Accuracy \& Claims Processing | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| - Resolution All Benchmark 0.95 | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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) |
| CP-1B Scheduled Interval 91 to 120 | December 2013 | 209 | 2 | 105 | 4.95 | 0 | 0 | 0 | 0.00 | (0.39) |
| Calendar Days All Benchmark 120 | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 119 | 1 | 119 | 0 | 0 | 0 | 0 | 0.00 | (0.03) |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 100 | 1 | 100 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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) |
| CP-2B Non-Forcasted \& Late Forecasted | December 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| Collocations All Benchmark 0.9 | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | May 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | April 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |



|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 25.4361111 | 27177 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 24.6625 | 28492 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 35.6020833 | 36338 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 23.5583333 | 27998 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 23.8104167 | 29468 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 23.6652778 | 29037 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 24.6666667 | 28691 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 25.7979167 | 27204 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 25.1902778 | 28798 | 00:01 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| DB-1B Time to Update Databases LIDB Parity by Design | December 2013 | 2950405 | 2802045 | :00 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 3855404 | 3678349 | :00 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 4701708 | 4483887 | :00 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 3530681 | 3398312 | :36 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 4516629 | 4398795 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 3839805 | 3724831 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 4096058 | 3996355 | :48 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 3857145 | 3750589 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4134675 | 4013569 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4497296 | 4369965 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 3999210 | 3911001 | :48 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 December 2013 | 3738248 | 3624673 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| DB-1C-1 Time to Update Databases Directory Listing Parity by Design |  | 9155.67 | 67455 | :36 | 08:09 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 10101.8 | 70524 | :36 | 08:24 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 11184.69 | 85551 | :12 | 08:09 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 10877.4 | 88087 | :48 | 07:55 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013July 2013 | 8836.08 | 71459 | :48 | 07:55 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 14382.46 | 79838 | :12 | 09:07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 June 2013 | 12212.93 | 105009 | :48 | 07:40 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 9968.46 | 79387 | :12 | 07:55 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7726.68 | 65042 | :48 | 07:40 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 7622.62 | 65565 | :48 | 07:40 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 6467.19 | 55174 | :48 | 07:40 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 9495.12 | 61232 | :24 | 08:38 | 0 | 0 | :00 | 0.00 | 0.00 |
| DB-2C-1 Accurate Database Updates Directory Listing Parity by Design |  | 66350 | 66948 | 99\% | :30 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 69181 | 69783 | 99\% | :12 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 83238 | 84090 | 99\% | :09 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 86469 | 87087 | 99\% | :49 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013July 2013 | 70646 | 71271 | 99\% | :12 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 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 February 2013 | 64647 | 65367 | 99\% | :20 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 54267 | 54895 | 99\% | :04 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 60453 | 61157 | 99\% | :39 | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-1 Gateway Availability - IMA-GUI All Benchmark 0.9925 | December 2013November 2013 | 30060 | 30060 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 29340 | 29340 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 29160 | 29160 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 28980 | 28980 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013July 2013 | 30355 | 30420 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 30600 | 30600 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 28788 | 28800 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 29160 | 29160 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 29520 | 29520 | 100\% | :00\| | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | March 2013 <br> February 2013 <br> January 2013 | 29880 | 29880 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 27360 | 27360 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 30600 | 30600 | 100\% | :00 | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-1 Gateway Availability - IMA-GUI SIA Benchmark 0.9925 | January 2013 <br> December 2013 | 30060 | 30060 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 29340 | 29340 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 28980 | 28980 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 30420 | 30420 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 28800 | 28800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 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 | 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 December 2013 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-3 Gateway Availability - EB-TA Benchmark 0.9925 |  | 85668 | 85800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 83400 | 83400 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 86372 | 86400 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 82825 | 82920 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 86123 | 86280 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 86400 | 86400 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 82371 | 82800 | 99\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 85680 | 85680 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 77705 | 77760 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2013 | 86400 | 86400 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-4 System Availability - EXACT Benchmark 0.9925 |  | 21960 | 21960 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 21600 | 21600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 22860 | 22860 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 21060 | 21060 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 22500 | 22500 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 22860 | 22860 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 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 | 20160 | 20160 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 22860 | 22860 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| GA-6 Gateway Availability - GUI - Repair Benchmark 0.9925 |  | 83550 | 83640 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 80970 | 80970 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 84360 | 84360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 80738 | 80760 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 83720 | 83850 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 84360 | 84360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| GA-7 Timely Outage Resolution following Software Releases GA-7 XML Reporting Benchmark 0.95 | December 2013 November 2013 October 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 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> 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 |
|  |  | 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 |
| GA-8 Gateway Availability - IMA-XML GA-8 XML Reporting Benchmark 0.9925 | December 2013 | 30060 | 30060 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013October 2013 | 29340 | 29340 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 29160 | 29160 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 August 2013 | 28976 | 28980 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 30355 | 30420 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 28788 | 28800 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 29160 | 29160 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 29520 | 29520 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 29880 | 29880 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 27360 | 27360 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 30600 | 30600 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Basic Rate ISDN Parity | January 2013 December 2013 | 1 | 1 | 100\% | 0.00\% | 2 | 5 | 40\% | 1.12 | (1.00) |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 1 | 1 | 100\% | 0.00\% | 1 | 2 | 50\% | 0.82 | (1.26) |
|  |  | 1 | 1 | 100\% | 0.00\% | 3 | 4 | 75\% | 0.52 | (1.51) |
|  | July 2013June 2013 | 3 | 3 | 100\% | 0.00\% | 2 | 4 | 50\% | 1.31 | (0.66) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 May 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 0 | 1 | 0\% | 0.00\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 3 | 7 | 43\% | 1.08 | (1.00) |
|  | March 2013 <br> February 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 4 | 0\% | 0.00 | (0.49) |
|  | January 2013 <br> December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Business Parity |  | 4 | 7 | 57\% | 49.49\% | 368 | 1023 | 36\% | 1.16 | (0.53) |
|  | November 2013October 2013 | 6 | 27 | 22\% | 41.57\% | 415 | 1197 | 35\% | -1.34 | (1.82) |
| Trouble Reports Business Parity |  | 3 | 7 | 43\% | 49.49\% | 544 | 1653 | 33\% | 0.56 | (0.88) |
|  | September 2013 | 12 | 20 | 60\% | 48.99\% | 482 | 1531 | 31\% | 2.73 | 0.45 |
|  | August 2013July 2013 | 6 | 17 | 35\% | 47.79\% | 501 | 1488 | 34\% | 0.14 | (1.05) |
|  |  | 4 | 18 | 22\% | 41.57\% | 499 | 1434 | 35\% | -1.11 | (1.68) |
|  | 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) |
|  |  | 0 | 1 | 0\% | 0.00\% | 423 | 1303 | 32\% | -0.69 | (1.42) |
|  | April 2013 <br> 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) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Centrex Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013October 2013 | 2 | 2 | 100\% | 0.00\% | 7 | 32 | 22\% | 2.59 | (0.08) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 1 | 0\% | 0.00\% | 10 | 30 | 33\% | -0.70 | (1.42) |
|  | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 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 |



|  | September 2013 | 0 | 1 | 0\% | 0.00\% | 43 | 77 | 56\% | -1.12 | (1.68) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 2 | 50\% | 50.00\% | 26 | 54 | 48\% | 0.05 | (1.38) |
|  | 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 |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 9 | 12 | 75\% | 43.30\% | 0 | 3 | 0\% | 0.00 | 0.04 |
| Trouble Reports LIS Trunk Parity | November 2013 | 6 | 8 | 75\% | 43.30\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | October 2013 | 8 | 13 | 62\% | 48.65\% | 7 | 8 | 88\% | -1.75 | (2.06) |
|  | September 2013 | 4 | 7 | 57\% | 49.49\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | August 2013 | 7 | 9 | 78\% | 41.57\% | 6 | 7 | 86\% | -0.45 | (1.27) |
|  | July 2013 | 4 | 5 | 80\% | 40.00\% | 6 | 8 | 75\% | 0.20 | (1.29) |
|  | June 2013 | 9 | 10 | 90\% | 30.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | May 2013 | 9 | 11 | 82\% | 38.57\% | 3 | 4 | 75\% | 0.27 | (1.21) |
|  | April 2013 | 5 | 5 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | March 2013 | 11 | 13 | 85\% | 36.08\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 6 | 8 | 75\% | 43.30\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | January 2013 | 9 | 11 | 82\% | 38.57\% | 2 | 2 | 100\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trouble Reports PBX Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 1 | 0\% | 0.00\% | 3 | 9 | 33\% | -0.67 | (1.41) |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 2 | 2 | 100\% | 0.00\% | 4 | 13 | 31\% | 1.97 | (0.35) |
|  | 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 | 1 | 0\% | 0.00\% | 5 | 18 | 28\% | -0.60 | (1.37) |
|  | 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 |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trouble Reports Residence Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 2 | 50\% | 50.00\% | 2665 | 9003 | 30\% | 0.63 | (1.01) |
|  | September 2013 | 1 | 2 | 50\% | 50.00\% | 2588 | 8822 | 29\% | 0.64 | (1.00) |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 1 | 1 | 100\% | 0.00\% | 2253 | 7740 | 29\% | 1.56 | (0.67) |
|  | June 2013 | 0 | 3 | 0\% | 0.00\% | 2048 | 7238 | 28\% | -1.09 | (1.66) |
|  | May 2013 | 0 | 1 | 0\% | 0.00\% | 2051 | 7438 | 28\% | -0.62 | (1.38) |
|  | April 2013 | 1 | 2 | 50\% | 50.00\% | 2044 | 7010 | 29\% | 0.65 | (1.00) |
|  | March 2013 | 1 | 1 | 100\% | 0.00\% | 2283 | 7525 | 30\% | 1.52 | (0.69) |
|  | 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) |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 0 | 1 | 0\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
| Trouble Reports UDIT Above DS1 Level | November 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 5 | 0\% | 0.00 | (0.41) |
|  | October 2013 | 1 | 2 | 50\% | 50.00\% | 0 | 3 | 0\% | 0.00 | (0.85) |
|  | September 2013 | 1 | 2 | 50\% | 50.00\% | 1 | 8 | 13\% | 1.43 | (0.81) |
|  | August 2013 | 1 | 1 | 100\% | 0.00\% | 2 | 5 | 40\% | 1.12 | (1.00) |
|  | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 2 | 2 | 100\% | 0.00\% | 2 | 6 | 33\% | 1.73 | (0.52) |
|  | May 2013 | 1 | 1 | 100\% | 0.00\% | 1 | 3 | 33\% | 1.22 | (1.00) |
|  | April 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 6 | 0\% | 0.00 | (0.35) |


|  | March 2013 <br> February 2013 | 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 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports UDIT DS1 Parity | January 2013 December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 1 | 0\% | 0.00\% | 29 | 96 | 30\% | -0.65 | (1.40) |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 1 | 1 | 100\% | 0.00\% | 37 | 108 | 34\% | 1.38 | (0.76) |
|  | 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\% | 32 | 121 | 26\% | -1.03 | (1.62) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 2 Wire Non-Loaded Parity |  | 42 | 67 | 63\% | 48.36\% | 2 | 5 | 40\% | 1.00 | (0.67) |
|  | November 2013 | 59 | 88 | 67\% | 47.00\% | 0 | 2 | 0\% | 0.00 | (0.27) |
|  | October 2013 | 48 | 63 | 76\% | 42.59\% | 2 | 4 | 50\% | 1.02 | (0.62) |
|  | September 2013 | 43 | 73 | 59\% | 49.20\% | 0 | 1 | 0\% | 0.00 | (0.88) |
|  | August 2013 | 51 | 78 | 65\% | 47.57\% | 3 | 4 | 75\% | -0.43 | (1.26) |
|  | July 2013 | 39 | 71 | 55\% | 49.76\% | 2 | 4 | 50\% | 0.19 | (1.18) |
|  | June 2013 | 38 | 59 | 64\% | 47.88\% | 3 | 6 | 50\% | 0.67 | (0.83) |
|  | May 2013 | 54 | 80 | 68\% | 46.84\% | 1 | 4 | 25\% | 1.92 | (0.27) |
|  | April 2013 | 65 | 97 | 67\% | 47.02\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  | March 2013 | 48 | 76 | 63\% | 48.24\% | 3 | 7 | 43\% | 1.04 | (0.60) |
|  | February 2013 | 24 | 44 | 55\% | 49.79\% | 0 | 4 | 0\% | 0.00 | (0.03) |
|  | December 2013 | 33 | 70 | 47\% | 49.92\% | 3 | 5 | 60\% | -0.57 | (1.34) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 4 Wire Non-Loaded Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 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 |
|  | September 2013 | 1 | 1 | 100\% | 0.00\% | 40 | 144 | 28\% | 1.61 | (0.65) |
|  | August 2013July 2013 | 0 | 1 | 0\% | 0.00\% | 28 | 109 | 26\% | -0.59 | (1.36) |
|  |  | 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 |
|  |  | 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 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - ADSL Qualified Parity | December 2013 | 15 | 21 | 71\% | 45.18\% | 2 | 5 | 40\% | 1.29 | (0.51) |
|  | November 2013 | 23 | 35 | 66\% | 47.47\% | 0 | 2 | 0\% | 0.00 | (0.33) |
|  | October 2013 <br> September 2013 | 16 | 31 | 52\% | 49.97\% | 2 | 4 | 50\% | 0.06 | (1.28) |
|  |  | 12 | 26 | 46\% | 49.85\% | 0 | 1 | 0\% | 0.00 | (1.08) |
|  | August 2013 | 16 | 26 | 62\% | 48.65\% | 3 | 4 | 75\% | -0.58 | (1.35) |
|  | July 2013June 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) |
|  | June 2013 May 2013 | 14 | 27 | 52\% | 49.97\% | 1 | 4 | 25\% | 1.16 | (0.72) |
|  | April 2013 <br> March 2013 | 15 | 24 | 63\% | 48.41\% | 6 | 6 | 100\% | 0.00 | 0.00 |
|  |  | 22 | 28 | 79\% | 41.03\% | 3 | 7 | 43\% | 1.71 | (0.16) |
|  | February 2013 | 7 | 28 | 25\% | 43.30\% | 0 | 4 | 0\% | 0.00 | (0.77) |
|  | January 2013 | 16 | 34 | 47\% | 49.91\% | 3 | 5 | 60\% | -0.55 | (1.34) |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 16 | 71 | 23\% | 41.78\% | 22 | 75 | 29\% | -0.90 | (1.55) |
| Trouble Reports Unbundled Loop - DS1 | November 2013 <br> October 2013 | 20 | 78 | 26\% | 43.67\% | 28 | 94 | 30\% | -0.59 | (1.36) |
| Capable Parity |  | 21 | 89 | 24\% | 42.46\% | 30 | 104 | 29\% | -0.80 | (1.49) |


|  | September 2013 | 19 | 100 | 19\% | 39.23\% | 40 | 135 | 30\% | -1.76 | (2.07) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 27 | 120 | 23\% | 41.76\% | 24 | 101 | 24\% | -0.22 | (1.13) |
|  | July 2013 | 27 | 103 | 26\% | 43.98\% | 45 | 122 | 37\% | -1.65 | (2.00) |
|  | June 2013 | 24 | 95 | 25\% | 43.45\% | 30 | 92 | 33\% | -1.07 | (1.65) |
|  | May 2013 | 38 | 122 | 31\% | 46.31\% | 39 | 144 | 27\% | 0.74 | (0.64) |
|  | April 2013 | 7 | 54 | 13\% | 33.59\% | 36 | 106 | 34\% | -2.65 | (2.61) |
|  | March 2013 | 23 | 90 | 26\% | 43.62\% | 31 | 88 | 35\% | -1.35 | (1.82) |
|  | February 2013 | 24 | 97 | 25\% | 43.15\% | 57 | 127 | 45\% | -3.00 | (2.83) |
|  | January 2013 | 15 | 110 | 14\% | 34.32\% | 30 | 118 | 25\% | -2.04 | (2.24) |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trouble Reports Unbundled Loop - DS3 | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Capable Parity | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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\% | 1 | 3 | 33\% | 1.22 | (1.00) |
|  | 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 |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trouble Reports Unbundled Loop - XDSLi | November 2013 | 1 | 1 | 100\% | 0.00\% | 30 | 99 | 30\% | 1.51 | (0.70) |
| Parity | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 1 | 0\% | 0.00\% | 46 | 129 | 36\% | -0.74 | (1.45) |
|  | June 2013 | 1 | 1 | 100\% | 0.00\% | 31 | 96 | 32\% | 1.44 | (0.73) |
|  | 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 | 3 | 67\% | 47.14\% | 59 | 131 | 45\% | 0.74 | (0.90) |
|  | January 2013 | 0 | 2 | 0\% | 0.00\% | 32 | 123 | 26\% | -0.83 | (1.51) |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 151 | 227 | 67\% | 47.19\% | 2380 | 7723 | 31\% | 11.48 | 3.83 |
| Trouble Reports Unbundled Loop Analog | November 2013 | 90 | 172 | 52\% | 49.95\% | 2449 | 8462 | 29\% | 6.70 | 2.81 |
| Parity | October 2013 | 157 | 281 | 56\% | 49.65\% | 3209 | 10656 | 30\% | 9.29 | 3.83 |
|  | September 2013 | 93 | 198 | 47\% | 49.91\% | 3070 | 10353 | 30\% | 5.28 | 2.04 |
|  | August 2013 | 145 | 239 | 61\% | 48.85\% | 2748 | 9243 | 30\% | 10.33 | 3.83 |
|  | July 2013 | 123 | 232 | 53\% | 49.91\% | 2752 | 9174 | 30\% | 7.56 | 3.34 |
|  | June 2013 | 120 | 278 | 43\% | 49.53\% | 2460 | 8492 | 29\% | 5.13 | 1.97 |
|  | May 2013 | 123 | 249 | 49\% | 50.00\% | 2514 | 8865 | 28\% | 7.26 | 3.15 |
|  | April 2013 | 96 | 184 | 52\% | 49.95\% | 2467 | 8313 | 30\% | 6.61 | 2.78 |
|  | March 2013 | 98 | 203 | 48\% | 49.97\% | 2765 | 8885 | 31\% | 5.22 | 2.02 |
|  | February 2013 | 92 | 211 | 44\% | 49.59\% | 2350 | 8473 | 28\% | 5.09 | 1.91 |
|  | January 2013 | 112 | 266 | 42\% | 49.37\% | 2900 | 11154 | 26\% | 5.92 | 2.38 |
| MR-10 Customer and Non-CTLQ Related | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trouble Reports Unbundled Loop ISDN | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Capable Parity | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 2 | 3 | 67\% | 47.14\% | 0 | 1 | 0\% | 0.00 | (1.00) |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 1 | 0\% | 0.00\% | 1 | 4 | 25\% | -0.52 | (1.31) |
|  | 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 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3 | 3 | 100\% | 0.00\% | 0 | 4 | 0\% | 0.00 | 0.16 |
|  | January 2013 <br> December 2013 | 2 | 2 | 100\% | 0.00\% | 3 | 5 | 60\% | 0.98 | (0.96) |
| 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 |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trouble Reports UNE - P (POTS) Parity | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 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 |
|  | 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\% | 2467 | 8313 | 30\% | 2.18 | (0.18) |
|  |  | 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 |
| MR-11B LNP Trouble Reports Cleared within 48 Hours - All Volumes LNP Parity 0.95 | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 1 | 1 | 100\% | 0.00\% | 446 | 465 | 96\% | -0.21 | (1.13) |
|  |  | 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 <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 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 |  | 5372 | 6024 | 89\% | 31.07\% | 142083 | 158964 | 89\% | 0.50 | (0.69) |
|  | November 2013October 2013 | 5170 | 6267 | 83\% | 38.00\% | 141838 | 175727 | 81\% | -3.51 | (3.13) |
|  |  | 6354 | 7861 | 81\% | 39.36\% | 170949 | 212055 | 81\% | -0.47 | (1.29) |
|  | September 2013 | 6763 | 8323 | 81\% | 39.03\% | 162429 | 251080 | 65\% | -31.11 | (19.91) |
|  | August 2013 July 2013 | 6560 | 7299 | 90\% | 30.17\% | 188346 | 214623 | 88\% | -5.43 | (4.30) |
|  | July 2013June 2013 | 5936 | 7002 | 85\% | 35.93\% | 177602 | 231273 | 77\% | -15.59 | (10.48) |
|  |  | 5800 | 6808 | 85\% | 35.52\% | 156500 | 200343 | 78\% | -13.89 | (9.44) |
|  | June 2013 May 2013 | 5543 | 6760 | 82\% | 38.42\% | 144685 | 204025 | 71\% | -19.74 | (13.00) |
|  | April 2013 <br> March 2013 | 5677 | 6393 | 89\% | 31.54\% | 156226 | 179274 | 87\% | -3.89 | (3.36) |
|  |  | 5003 | 5599 | 89\% | 30.84\% | 151671 | 171316 | 89\% | -1.90 | (2.16) |
|  | March 2013 <br> February 2013 | 4520 | 5140 | 88\% | 32.57\% | 142826 | 163796 | 87\% | -1.56 | (1.95) |
|  | January 2013 | 4930 | 5693 | 87\% | 34.07\% | 160496 | 201974 | 79\% | -13.14 | (8.99) |
| MR-3A Out of Service Cleared within 24 Hours Business Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 1 | 0\% | 0.00\% | 94 | 160 | 59\% | 1.19 | (0.87) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 0 | 1 | 0\% | 0.00\% | 69 | 178 | 39\% | 0.79 | (1.18) |
|  |  | 0 | 1 | 0\% | 0.00\% | 100 | 205 | 49\% | 0.97 | (1.02) |
|  | August 2013 <br> July 2013 | 0 | 1 | 0\% | 0.00\% | 114 | 201 | 57\% | 1.14 | (0.90) |
|  | June 2013 | 0 | 1 | 0\% | 0.00\% | 131 | 185 | 71\% | 1.55 | (0.67) |
|  | May 2013 | 0 | 1 | 0\% | 0.00\% | 166 | 215 | 77\% | 1.84 | (0.55) |
|  | April 2013March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 2 | 0\% | 0.00\% | 152 | 200 | 76\% | 2.50 | (0.06) |
|  | March 2013 <br> February 2013 | 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) |
| MR-3A Out of Service Cleared within 24 Hours Centrex Parity | December 2013 November 2013 October 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 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> 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 |
|  |  | 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 |
|  |  | 2 | 2 | 100\% | 0.00\% | 5 | 8 | 63\% | -0.98 | (1.60) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3A Out of Service Cleared within 24 Hours Centrex 21 Parity | December 2013 <br> November 2013 <br> October 2013 <br> September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 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 |
|  |  | 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\% | 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 |
| MR-3A Out of Service Cleared within 24 Hours Line Sharing Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 <br> October 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 |
|  | September 2013 August 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 |
|  | 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 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 1 | 1 | 100\% | 0.00\% | 1039 | 1480 | 70\% | -0.65 | (1.40) |
|  |  | 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 Line Splitting Parity | January 2013 <br> December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 1 | 0\% | 0.00\% | 675 | 1488 | 45\% | 0.91 | (1.07) |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 <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 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3A Out of Service Cleared within 24 Hours PBX Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | September 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 |
|  | August 2013 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 |



|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> 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 |
|  |  | 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\% | 20 | 28 | 71\% | 1.55 | (0.70) |
|  |  | 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-3D Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | December 2013 | 13 | 15 | 87\% | 33.99\% | 3 | 3 | 100\% | 0.00 | (1.30) |
|  | November 2013 <br> October 2013 | 15 | 15 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 9 | 10 | 90\% | 30.00\% | 2 | 2 | 100\% | 0.00 | (1.59) |
|  | October 2013 <br> September 2013 <br> August 2013 | 17 | 17 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  |  | 13 | 13 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 | 26 | 26 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 12 | 12 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 15 | 15 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  |  | 21 | 26 | 81\% | 39.41\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 17 | 17 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 15 | 15 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 23 | 23 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
| MR-3D Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity |  | 4 | 4 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 8 | 8 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 10 | 10 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 2 | 2 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
|  | August 2013 | 2 | 3 | 67\% | 47.14\% | 1 | 1 | 100\% | 0.00 | (1.41) |
|  | July 2013June 2013 | 12 | 12 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 7 | 7 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 10 | 10 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 4 | 4 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 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 <br> December 2013 | 7 | 7 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 34 | 36 | 94\% | 22.91\% | 639 | 1154 | 55\% | -4.64 | (3.82) |
|  | November 2013 | 49 | 50 | 98\% | 14.00\% | 639 | 1297 | 49\% | -6.76 | (5.11) |
| Hours Unbundled Loop Analog Parity | October 2013 | 64 | 69 | 93\% | 25.93\% | 698 | 1512 | 46\% | -7.59 | (5.62) |
|  | September 2013 <br> August 2013 | 40 | 41 | 98\% | 15.43\% | 501 | 1425 | 35\% | -8.25 | (6.02) |
|  |  | 53 | 57 | 93\% | 25.54\% | 674 | 1439 | 47\% | -6.85 | (5.16) |
|  | July 2013 | 51 | 54 | 94\% | 22.91\% | 652 | 1369 | 48\% | -6.76 | (5.11) |
|  | June 2013 | 71 | 74 | 96\% | 19.72\% | 814 | 1234 | 66\% | -5.29 | (4.21) |
|  |  | 58 | 58 | 100\% | 0.00\% | 1057 | 1503 | 70\% | -4.85 | (3.95) |
|  | May 2013 <br> April 2013 | 47 | 47 | 100\% | 0.00\% | 867 | 1266 | 68\% | -4.57 | (3.78) |
|  | March 2013 <br> February 2013 | 53 | 53 | 100\% | 0.00\% | 1121 | 1539 | 73\% | -4.37 | (3.66) |
|  |  | 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) |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | December 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 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 |
|  | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 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 <br> February 2013 | 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 | 1 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 4 | 4 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 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 |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop Analog Parity | December 2013 | 3 | 3 | 100\% | 0.00\% | 208 | 318 | 65\% | -1.25 | (1.76) |
|  | November 2013 | 5 | 5 | 100\% | 0.00\% | 188 | 278 | 68\% | -1.53 | (1.93) |
|  | October 2013 | 3 | 5 | 60\% | 48.99\% | 191 | 395 | 48\% | -0.52 | (1.31) |
|  | September 2013 | 4 | 4 | 100\% | 0.00\% | 309 | 572 | 54\% | -1.84 | (2.12) |
|  | August 2013 | 4 | 4 | 100\% | 0.00\% | 263 | 416 | 63\% | -1.52 | (1.92) |
|  | July 2013 | 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) |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-4A All Troubles Cleared within 48 Hours Business Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 17 | 18 | 94\% | 22.91\% | 401 | 476 | 84\% | -1.17 | (1.71) |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 4 | 7 | 57\% | 49.49\% | 457 | 620 | 74\% | 0.99 | (0.63) |
|  | August 2013 | 3 | 10 | 30\% | 45.83\% | 490 | 600 | 82\% | 4.19 | 0.97 |
|  | 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) |
| MR-4A All Troubles Cleared within 48 Hours Centrex Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 1 | 1 | 100\% | 0.00\% | 5 | 11 | 45\% | -1.05 | (1.64) |
|  | July 2013 | 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 |
| MR-4A All Troubles Cleared within 48 Hours | December 2013 | 9 | 9 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
| Centrex 21 Parity | November 2013 | 1 | 1 | 100\% | 0.00\% | 1 | 2 | 50\% | -0.82 | (1.50) |
|  | October 2013 | 1 | 2 | 50\% | 50.00\% | 7 | 8 | 88\% | 1.43 | (0.81) |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 1 | 1 | 100\% | 0.00\% | 8 | 9 | 89\% | -0.34 | (1.20) |
|  | 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 |
| MR-4A All Troubles Cleared within 48 Hours | December 2013 | 1 | 2 | 50\% | 50.00\% | 2959 | 3764 | 79\% | 0.99 | (0.82) |
| Line Sharing Parity | November 2013 | 1 | 1 | 100\% | 0.00\% | 3364 | 4329 | 78\% | -0.54 | (1.33) |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 1 | 2 | 50\% | 50.00\% | 3134 | 4769 | 66\% | 0.47 | (1.10) |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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\% | 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) |
| MR-4A All Troubles Cleared within 48 Hours | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Line Splitting Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 1 | 100\% | 0.00\% | 3807 | 5155 | 74\% | -0.59 | (1.36) |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-4A All Troubles Cleared within 48 Hours | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| PBX Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 1 | 100\% | 0.00\% | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |



|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-4C All Troubles Cleared within 48 | December 2013 | 1 | 1 | 100\% | 0.00\% | 51 | 55 | 93\% | -0.28 | (1.17) |
| Hours Business Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 2 | 2 | 100\% | 0.00\% | 126 | 127 | 99\% | -0.13 | (1.08) |
|  | September 2013 | 1 | 1 | 100\% | 0.00\% | 74 | 75 | 99\% | -0.12 | (1.07) |
|  | August 2013 | 1 | 1 | 100\% | 0.00\% | 86 | 89 | 97\% | -0.19 | (1.11) |
|  | July 2013 | 1 | 1 | 100\% | 0.00\% | 103 | 107 | 96\% | -0.20 | (1.12) |
|  | 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 |
| MR-4C All Troubles Cleared within 48 | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Hours Centrex Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-4C All Troubles Cleared within 48 | December 2013 | 1 | 1 | 100\% | 0.00\% | 1 | 1 | 100\% | 0.00 | 0.00 |
| Hours Centrex 21 Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-4C All Troubles Cleared within 48 | December 2013 | 1 | 1 | 100\% | 0.00\% | 331 | 341 | 97\% | -0.17 | (1.11) |
| Hours Line Sharing Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 1 | 1 | 100\% | 0.00\% | 395 | 415 | 95\% | -0.22 | (1.14) |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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\% | 421 | 428 | 98\% | -0.13 | (1.08) |
|  | April 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |



|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> 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 |
|  |  | 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 |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity | December 2013 | 71 | 72 | 99\% | 11.70\% | 3216 | 4027 | 80\% | -3.93 | (3.39) |
|  | November 2013 | 72 | 73 | 99\% | 11.62\% | 3681 | 4654 | 79\% | -4.07 | (3.48) |
|  | October 2013 | 111 | 114 | 97\% | 16.01\% | 4204 | 5555 | 76\% | -5.34 | (4.25) |
|  | September 2013 | 97 | 97 | 100\% | 0.00\% | 3441 | 5093 | 68\% | -6.76 | (5.11) |
|  | August 2013 | 84 | 85 | 99\% | 10.78\% | 3697 | 4733 | 78\% | -4.58 | (3.78) |
|  | July 2013 | 97 | 99 | 98\% | 14.07\% | 3575 | 4692 | 76\% | -5.04 | (4.06) |
|  | 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) |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | December 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 3 | 3 | 100\% | 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 | 3 | 3 | 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 | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 2 | 2 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 7 | 7 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 1 | 1 | 100\% | 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 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | March 2013 <br> February 2013 <br> January 2013 <br> December 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 |
|  |  | 2 | 2 | 100\% | 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 |
|  | December 2013 <br> November 2013 <br> October 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 |
|  | September 2013 August 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 |
|  | 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 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 |
|  | February 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2013 | 1 | 1 | 100\% | 0.00\% | 35 | 35 | 100\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0.00\% | 855 | 1011 | 85\% | -0.85 | (1.52) |
|  | November 2013 | 9 | 9 | 100\% | 0.00\% | 840 | 1008 | 83\% | -1.34 | (1.81) |
| Unbundled Loop Analog Parity | October 2013 | 9 | 10 | 90\% | 30.00\% | 1116 | 1448 | 77\% | -0.97 | (1.59) |
|  | September 2013 August 2013 | 8 | 8 | 100\% | 0.00\% | 1354 | 1824 | 74\% | -1.66 | (2.01) |
|  |  | 9 | 9 | 100\% | 0.00\% | 1218 | 1376 | 89\% | -1.08 | (1.65) |
|  | August 2013July 2013June 2013 | 10 | 10 | 100\% | 0.00\% | 1199 | 1382 | 87\% | -1.23 | (1.75) |
|  |  | 14 | 14 | 100\% | 0.00\% | 1168 | 1307 | 89\% | -1.28 | (1.78) |
|  | June 2013 | 17 | 27 | 63\% | 48.29\% | 1117 | 1283 | 87\% | 3.69 | 0.79 |
|  | April 2013 March 2013 | 4 | 4 | 100\% | 0.00\% | 1026 | 1200 | 86\% | -0.82 | (1.50) |
|  | March 2013 <br> February 2013 | 16 | 16 | 100\% | 0.00\% | 990 | 1188 | 83\% | -1.78 | (2.08) |
|  |  | 13 | 13 | 100\% | 0.00\% | 970 | 1133 | 86\% | -1.47 | (1.89) |
|  | January 2013 <br> December 2013 | 17 | 17 | 100\% | 0.00\% | 1140 | 1503 | 76\% | -2.31 | (2.41) |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013October 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 |
|  | September 2013 <br> August 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 |
|  | August 2013 <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 | 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 |
|  |  | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-5A All Troubles Cleared within 4 Hours DSO Parity | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0.00\% | 43 | 64 | 67\% | -0.97 | (1.59) |
|  | September 2013 August 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 |
|  | 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 May 2013 | 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 |
|  | March 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-5A All Troubles Cleared within 4 Hours DS1 Parity | December 2013 <br> November 2013 <br> October 2013 | 3 | 3 | 100\% | 0.00\% | 21 | 26 | 81\% | -0.80 | (1.49) |
|  |  | 1 | 2 | 50\% | 50.00\% | 19 | 26 | 73\% | 0.71 | (1.00) |
|  |  | 2 | 2 | 100\% | 0.00\% | 39 | 47 | 83\% | -0.63 | (1.38) |


|  | September 2013 | 2 | 2 | 100\% | 0.00\% | 27 | 49 | 55\% | -1.25 | (1.76) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 1 | 1 | 100\% | 0.00\% | 28 | 35 | 80\% | -0.49 | (1.30) |
|  | June 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 4 | 4 | 100\% | 0.00\% | 51 | 55 | 93\% | -0.54 | (1.33) |
|  | April 2013 | 2 | 2 | 100\% | 0.00\% | 24 | 28 | 86\% | -0.56 | (1.34) |
|  | March 2013 | 3 | 3 | 100\% | 0.00\% | 37 | 39 | 95\% | -0.39 | (1.24) |
|  | 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 |
| MR-5A All Troubles Cleared within 4 Hours | December 2013 | 1 | 1 | 100\% | 0.00\% | 3 | 3 | 100\% | 0.00 | 0.00 |
| E911 Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-5A All Troubles Cleared within 4 Hours | December 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS0 Capable | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | October 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-5A All Troubles Cleared within 4 Hours | December 2013 | 22 | 25 | 88\% | 32.50\% | 20 | 25 | 80\% | -0.71 | (1.43) |
| Enhanced Extended Loops - DS1 Capable | November 2013 | 24 | 34 | 71\% | 45.56\% | 17 | 24 | 71\% | 0.02 | (1.17) |
| Parity | October 2013 | 38 | 47 | 81\% | 39.35\% | 34 | 42 | 81\% | 0.01 | (1.16) |
|  | September 2013 | 22 | 28 | 79\% | 41.03\% | 25 | 45 | 56\% | -1.92 | (2.17) |
|  | August 2013 | 29 | 38 | 76\% | 42.51\% | 21 | 24 | 88\% | 1.30 | (0.55) |
|  | July 2013 | 23 | 30 | 77\% | 42.30\% | 23 | 30 | 77\% | 0.00 | (1.00) |
|  | June 2013 | 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) |
| MR-5A All Troubles Cleared within 4 Hours | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS3 Capable | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | October 2013 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 4 | 4 | 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 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 |



|  | September 2013 | 58 | 67 | 87\% | 34.10\% | 22 | 42 | 52\% | -3.48 | (3.11) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 66 | 82 | 80\% | 39.63\% | 24 | 28 | 86\% | 0.68 | (0.81) |
|  | 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 | 45 | 53 | 85\% | 35.80\% | 32 | 34 | 94\% | 1.78 | (0.41) |
|  | February 2013 | 50 | 66 | 76\% | 42.85\% | 32 | 36 | 89\% | 2.02 | (0.18) |
|  | January 2013 | 70 | 83 | 84\% | 36.34\% | 43 | 53 | 81\% | -0.47 | (1.28) |
| MR-5B All Troubles Cleared within 4 Hours | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| DS1 Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 1 | 0\% | 0.00\% | 46 | 55 | 84\% | 2.24 | (0.44) |
|  | 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 |
| MR-5B All Troubles Cleared within 4 Hours | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| E911 Parity | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 1 | 1 | 100\% | 0.00\% | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 1 | 100\% | 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 |
| MR-5B All Troubles Cleared within 4 Hours | December 2013 | 4 | 4 | 100\% | 0.00\% | 23 | 29 | 79\% | -0.96 | (1.58) |
| Enhanced Extended Loops - DS1 Capable | November 2013 | 8 | 9 | 89\% | 31.43\% | 32 | 43 | 74\% | -0.90 | (1.55) |
| Parity |  | 6 | 10 | 60\% | 48.99\% | 25 | 30 | 83\% | 1.71 | (0.34) |
|  | September 2013 | 15 | 19 | 79\% | 40.77\% | 43 | 55 | 78\% | -0.07 | (1.04) |
|  | August 2013 | 14 | 16 | 88\% | 33.07\% | 41 | 51 | 80\% | -0.62 | (1.38) |
|  | July 2013 | 6 | 8 | 75\% | 43.30\% | 40 | 48 | 83\% | 0.59 | (0.91) |
|  | June 2013 | 18 | 23 | 78\% | 41.25\% | 17 | 29 | 59\% | -1.43 | (1.87) |
|  | May 2013 | 16 | 18 | 89\% | 31.43\% | 46 | 55 | 84\% | -0.52 | (1.32) |
|  | April 2013 | 8 | 12 | 67\% | 47.14\% | 34 | 45 | 76\% | 0.64 | (0.83) |
|  | March 2013 | 19 | 22 | 86\% | 34.32\% | 20 | 23 | 87\% | 0.06 | (1.23) |
|  | February 2013 | 9 | 12 | 75\% | 43.30\% | 27 | 34 | 79\% | 0.32 | (1.03) |
|  | January 2013 | 10 | 13 | 77\% | 42.13\% | 29 | 35 | 83\% | 0.48 | (0.94) |
| MR-5B All Troubles Cleared within 4 Hours | December 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS3 Capable | November 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 1 | 1 | 100\% | 0.00\% | 0 | 0 | 0\% | 0.00 | 0.00 |



|  | September 2013 | 13 | 14 | 93\% | 25.75\% | 42 | 53 | 79\% | -1.12 | (1.68) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 9 | 11 | 82\% | 38.57\% | 40 | 49 | 82\% | -0.01 | (1.01) |
|  | July 2013 | 7 | 10 | 70\% | 45.83\% | 40 | 48 | 83\% | 1.03 | (0.65) |
|  | 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) |
| MR-6A Mean Time to Restore Business | December 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Parity | November 2013 | 8.47361111 | 18 | 11:18 | 66.39\% | 0 | 476 | 05:05 | -2.88 | (2.75) |
|  | October 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 14.6784722 | 7 | 02:20 | 168.40\% | 0 | 620 | 12:07 | 1.35 | (0.25) |
|  | August 2013 | 19.4701389 | 10 | 22:44 | 109.93\% | 0 | 599 | 08:00 | 1.56 | (0.08) |
|  | July 2013 | 12.5236111 | 9 | 09:24 | 113.75\% | 0 | 569 | 08:33 | 0.09 | (0.85) |
|  | June 2013 | 10.7138889 | 5 | 03:26 | 239.79\% | 0 | 533 | 22:38 | 2.97 | 0.27 |
|  | May 2013 | 6.19791667 | 3 | 01:35 | 77.08\% | 0 | 633 | 21:28 | 2.19 | 0.14 |
|  | April 2013 | 0.51180556 | 1 | 12:17 | 0.00\% | 0 | 541 | 22:40 | -0.48 | (1.29) |
|  | March 2013 | 7.00069444 | 3 | 08:00 | 146.18\% | 0 | 524 | 21:56 | 2.59 | 0.08 |
|  | February 2013 | 0.24513889 | 2 | 02:56 | 11.67\% | 0 | 615 | 02:59 | -1.13 | (1.69) |
|  | January 2013 | 5.13888889 | 6 | 20:33 | 40.69\% | 0 | 772 | 06:08 | -0.84 | (1.51) |
| MR-6A Mean Time to Restore Centrex | December 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Parity | November 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 1.66597222 | 1 | 15:59 | 0.00\% | 33.55069444 | 11 | 01:12 | -0.51 | (1.31) |
|  | July 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 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 Centrex 21 | December 2013 | 8.15416667 | 9 | 21:45 | 13.26\% | 2.038888889 | 4 | 12:14 | 1.61 | 0.21 |
| Parity | November 2013 | 1.03125 | 1 | 00:45 | 0.00\% | 4.307638889 | 2 | 03:41 | -0.56 | (1.34) |
|  | October 2013 | 2.3125 | 2 | 03:45 | 150.14\% | 7.588194444 | 8 | 22:46 | 0.46 | (0.83) |
|  | September 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0.97152778 | 1 | 23:19 | 0.00\% | 8.29375 | 9 | 22:07 | 0.08 | (0.89) |
|  | July 2013 | 10.6319444 | 9 | 04:21 | 100.42\% | 6.245138889 | 4 | 13:28 | -0.60 | (1.37) |
|  | June 2013 | 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 |
|  | April 2013 | 2.9375 | 3 | 23:30 | 9.24\% | 7.522916667 | 10 | 18:03 | 1.01 | (0.45) |
|  | March 2013 | 4.68194444 | 5 | 22:28 | 3.19\% | 9.475694444 | 10 | 22:44 | -0.02 | (1.01) |
|  | February 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 | 4.07013889 | 3 | 08:34 | 102.85\% | 4.178472222 | 5 | 20:03 | 0.98 | (0.39) |
| MR-6A Mean Time to Restore Line Sharing | December 2013 | 4.03819444 | 2 | 00:27 | 151.60\% | 0 | 3763 | 09:17 | 0.70 | (0.40) |
| Parity | November 2013 | 0.25555556 | 1 | 06:08 | 0.00\% | 0 | 4328 | 10:02 | -0.97 | (1.59) |
|  | October 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 2.14305556 | 2 | 01:43 | 137.71\% | 0 | 4769 | 19:38 | -0.61 | (1.37) |
|  | August 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 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 | 0.33125 | 1 | 07:57 | 0.00\% | 0 | 4374 | 00:09 | -0.76 | (1.46) |
|  | April 2013 | 2.12152778 | 1 | 02:55 | 0.00\% | 0 | 3979 | 02:26 | 0.83 | (0.22) |



|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> 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 |
|  |  | 6.88263889 | - 3 | 07:04 | 193.26\% | 121.1069444 | 154 | 18:52 | 3.53 | 0.46 |
|  |  | 2.93333333 | 3 | 23:28 | 8.75\% | 120.2888889 | 150 | 19:15 | 0.38 | (0.66) |
|  |  | 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 |
|  |  | 0.76527778 | - 1 | 18:22 | 0.00\% | 146.1986111 | 138 | 01:26 | -0.28 | (1.17) |
|  |  | 4.25694444 | $\square 5$ | 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 | (0.22) |
| MR-6B Mean Time to Restore Sub-Loop Unbundling Diagnostic |  | 0 | - 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 <br> September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 0.98055556 | $\underline{1}$ | 23:32 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 1.50277778 | 2 | 18:02 | 80.63\% | 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 | $\bigcirc$ | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 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 |
|  |  | 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 Basic Rate ISDN Parity | December 2013 <br> November 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 |
|  | October 2013 <br> September 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 |
|  | August 2013July 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 |
|  | July 2013 <br> June 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 0 | - 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.03333333 | - 1 | 00:48 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 <br> 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 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6C <br> Parity | December 2013 <br> November 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 |
| Parity | November 2013 <br> October 2013 | 0.09583333 | - 2 | 01:09 | 1.67\% | 25.97638889 | 81 | 07:42 | -0.81 | (1.49) |
|  | September 2013August 2013 | 0.10277778 | - 1 | 02:28 | 0.00\% | 16.07430556 | 44 | 08:46 | -0.41 | (1.25) |
|  |  | 0 | - 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 July 2013 | 0.67291667 | 1 | 16:09 | 0.00\% | 30.25625 | 81 | 08:58 | 0.44 | (0.57) |
|  | July 2013 June 2013 | 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 |
|  |  | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0.00347222 | - 1 | 00:05 | 0.00\% | 21.09583333 | 67 | 07:33 | -0.30 | (1.18) |
|  | March 2013 <br> February 2013 | 0.775 | - 1 | 18:36 | 0.00\% | 26.79444444 | 71 | 09:03 | 0.64 | (0.51) |
|  | January 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | December 2013November 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 |
|  | October 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 <br> July 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 |
|  | June 2013 | 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 |
|  | April 2013 | 0 | 0 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |



|  | September 2013 | 0 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 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 | 0 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 | 0 | 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 | 0 | 0 | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore DS1 Parity | December 2013 | 0.27361111 |  | 3 | 02:11 | 2.99\% | 2.717361111 | 19 | 03:26 | -0.78 | (1.48) |
|  | November 2013 | 0.27430556 |  | 2 | 03:17 | 5.63\% | 3.919444444 | 20 | 04:42 | -0.37 | (1.22) |
|  | October 2013 | 0.1625 |  | 2 | 01:57 | 2.36\% | 4.641666667 | 34 | 03:17 | -0.64 | (1.39) |
|  | September 2013 | 0.12569444 |  | 2 | 01:31 | 0.28\% | 8.625 | 47 | 04:24 | -1.16 | (1.70) |
|  | August 2013 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 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 | 0.28055556 |  | 4 | 01:41 | 3.13\% | 4.422916667 | 43 | 02:28 | -0.94 | (1.57) |
|  | April 2013 | 0.23680556 |  | 2 | 02:50 | 0.63\% | 3.270833333 | 22 | 03:34 | -0.26 | (1.16) |
|  | March 2013 | 0.26319444 |  | 3 | 02:06 | 4.65\% | 3.286111111 | 32 | 02:28 | -0.44 | (1.27) |
|  | February 2013 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore E911 Parity | December 2013 | 0.00069444 |  | 1 | 00:01 | 0.00\% | 0.052083333 | 2 | 00:37 | -2.48 | (2.51) |
|  | November 2013 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 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 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 | 0.19583333 |  | 2 | 02:21 | 0.69\% | 0.022222222 | 1 | 00:32 | 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 | 0 |  | 0 | 00:00 | 0.00\% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D Mean Time to Restore Enhanced | December 2013 | 0.07708333 |  | 1 | 01:51 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Extended Loops - DS0 Capable Diagnostic | November 2013 | 0 |  | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 | 0.05555556 |  | 1 | 01:20 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0 |  | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0 |  | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | July 2013 | 0 |  | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 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 | 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 |
|  | 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 |
| MR-6D Mean Time to Restore Enhanced | December 2013 | 3.08611111 |  | 25 | 02:58 | 0.076388889 | 2.665972222 | 18 | 03:33 | -0.74 | (1.45) |
| Extended Loops - DS1 Capable Parity | November 2013 | 4.94097222 |  | 34 | 03:29 | 0.113194444 | 3.883333333 | 19 | 04:54 | -0.94 | (1.57) |
|  | October 2013 | 7.04097222 |  | 47 | 03:36 | 0.139583333 | 4.196527778 | 30 | 03:21 | 0.34 | (0.80) |
|  | September 2013 | 3.73888889 |  | 27 | 03:19 | 0.147916667 | 8.10625 | 44 | 04:25 | -1.26 | (1.76) |
|  | August 2013 | 4.20416667 |  | 36 | 02:48 | 0.085416667 | 1.652083333 | 16 | 02:29 | 0.60 | (0.71) |
|  | July 2013 | 4.62430556 |  | 30 | 03:42 | 0.135416667 | 3.761805556 | 24 | 03:46 | -0.08 | (1.05) |
|  | June 2013 | 6.60763889 |  | 46 | 03:27 | 0.189583333 | 4.240972222 | 27 | 03:46 | -0.40 | (1.24) |
|  | May 2013 | 3.89791667 |  | 30 | 03:07 | 0.121527778 | 4.338194444 | 42 | 02:29 | 1.65 | (0.14) |
|  | April 2013 | 5.40347222 |  | 47 | 02:46 | 0.0875 | 3.127777778 | 21 | 03:34 | -0.81 | (1.49) |


|  | March 2013 | 5.20972222 | 46 | 02:43 | 0.077777778 | 3.286111111 | 32 | 02:28 | 0.82 | (0.57) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | February 2013 | 6.45 | 47 | 03:18 | 0.145833333 | 3.985416667 | 31 | 03:05 | 0.39 | (0.77) |
|  | January 2013 | 6.11319444 | 41 | 03:35 | 0.120138889 | 6.259722222 | 47 | 03:12 | 0.68 | (0.44) |
| MR-6D Mean Time to Restore Enhanced Extended Loops - DS3 Capable Diagnostic | December 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 |  | 0.00 | 0.00 |
|  | October 2013 | 0.00069444 | 1 | 00:01 | 0 | 0 |  | $00: 00$ | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 00:00 | - 0 | - 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0.36666667 | 4 | 02:12 | 0.084722222 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 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 | 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 |
|  | February 2013 | 0 | 0 | $\begin{aligned} & \text { 00:00 } \\ & 00: 00 \end{aligned}$ | 0 | 0 | 0 | 00:00 | 0.00 | $\begin{aligned} & 0.00 \\ & 0.00 \end{aligned}$ |
|  | January 2013 | 0 | 0 |  | 0 |  | $0 \quad 0$ | 00:00 | 0.00 |  |
| MR-6D Mean Time to Restore LIS Trunk Parity | December 2013 | 0.00694444 | 1 | 00:10 | 0 | 1.738194444 | 3 | 13:54 | -1.00 | $\begin{gathered} 0.00 \\ (1.61 \end{gathered}$ |
|  | November 2013 | 0.06458333 | 2 | 00:47 | 0.031944444 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 | 0.27916667 | 2 | 03:21 | 0.090277778 | 0.1125 | 1 | 02:42 | 0.00 | 0.00 |
|  | September 2013 | 0.20486111 | 3 | 01:38 | 0.059027778 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0.60069444 | 1 | 14:25 | 0 | 0.261111111 | 1 | 06:16 | 0.00 | 0.00 |
|  | July 2013 | 0.13541667 | 1 | 03:15 | 0 | 0.065277778 | 1 | 01:34 | 0.00 | 0.00 |
|  | June 2013 | 0.01875 | 1 | 00:27 | 0 0 <br> 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 | $\begin{aligned} & 00: 00 \\ & 16: 14 \end{aligned}$ | - 0 | - 0 | 1 1 <br> 0 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 | 1.35277778 | 2 |  | 0.523611111 |  | 0 | $\begin{aligned} & 00: 00 \\ & 00: 00 \\ & 00: 00 \\ & \hline \end{aligned}$ | 0.00 | 0.00 |
|  | February 2013 | 0.04097222 | 1 | $\begin{aligned} & \text { 00:59 } \\ & 01: 54 \end{aligned}$ | 0 | 0 | 0 |  | 0.00 | 0.00 |
|  | January 2013 | 0.07916667 | 1 |  | 0 | 0 | 0 O 0 |  | 0.00 | 0.00 |
| MR-6D Mean Time to Restore UDIT Above | December 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| DS1 Level Parity | November 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0.03333333 | 1 | 00:48 | 0 | 0.275 | 1 | 06:36 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 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 | 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 |
|  | 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 |
| MR-6D Mean Time to Restore UDIT DS1 | December 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Parity | November 2013 | 0.01388889 | 1 | 00:20 | 0 | 3.883333333 | 19 | 04:54 | -0.85 | (1.51) |
|  | October 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 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 | 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 |
|  | 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 |
| MR-6D Mean Time to Restore Unbundled | December 2013 | 9.67430556 | 24 | 09:40 | 1.045833333 | 0.308333333 | 2 | 03:42 | 4.85 | (1.20) |
| Loop-2 Wire Non-Loaded Parity | November 2013 | 3.99027778 | 28 | 03:25 | 0.085416667 | 0.141666667 | 1 | 03:24 | 0.00 | 0.00 |
|  | October 2013 | 7.11805556 | 15 | 11:23 | 1.240277778 | 0.278472222 | 1 | 06:41 | 0.00 | 0.00 |


|  | September 2013 | 5.24861111 | 28 | 04:30 | 0.184722222 | 0.13125 | 1 | 03:09 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 3.69513889 | 27 | 03:17 | 0.090972222 | 0.092361111 | 1 | 02:13 | 0.00 | 0.00 |
|  | July 2013 | 7.68333333 | 32 | 05:46 | 0.238194444 | 0.2125 | 2 | 02:33 | 3.67 | (0.95) |
|  | June 2013 | 3.56805556 | 20 | 04:17 | 0.201388889 | 0.265972222 | 3 | 02:08 | 3.28 | (0.64) |
|  | May 2013 | 3.21041667 | 23 | 03:21 | 0.083333333 | 0.251388889 | 1 | 06:02 | 0.00 | 0.00 |
|  | April 2013 | 11.4083333 | 31 | 08:50 | 0.45 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | March 2013 | 2.76458333 | 25 | 02:39 | 0.094444444 | 0.714583333 | 4 | 04:17 | -6.59 | (5.01) |
|  | February 2013 | 2.40486111 | 19 | 03:02 | 0.094444444 | 0.453472222 | 4 | 02:43 | 0.36 | (1.08) |
|  | January 2013 | 7.01041667 | 35 | 04:48 | 0.125694444 | 0.145138889 | 2 | 01:45 | 7.02 | (0.22) |
| MR-6D Mean Time to Restore Unbundled | December 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Loop-4 Wire Non-Loaded Parity | November 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0.07569444 | 1 | 01:49 | 0 | 2.154861111 | 21 | 02:28 | -0.35 | (1.21) |
|  | July 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 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 | 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 |
|  | 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 |
| MR-6D Mean Time to Restore Unbundled | December 2013 | 0.77847222 | 6 | 03:07 | 0.080555556 | 0.308333333 | 2 | 03:42 | -0.43 | (1.26) |
| Loop - ADSL Qualified Parity | November 2013 | 2.65763889 | 12 | 05:19 | 0.198611111 | 0.141666667 | 1 | 03:24 | 0.00 | 0.00 |
|  | October 2013 | 2.3375 | 13 | 04:19 | 0.102777778 | 0.278472222 | 1 | 06:41 | 0.00 | 0.00 |
|  | September 2013 | 0.73541667 | 7 | 02:31 | 0.025 | 0.13125 | 1 | 03:09 | 0.00 | 0.00 |
|  | August 2013 | 2.63402778 | 10 | 06:19 | 0.2875 | 0.092361111 | 1 | 02:13 | 0.00 | 0.00 |
|  | July 2013 | 3.28541667 | 21 | 03:45 | 0.103472222 | 0.2125 | 2 | 02:33 | 1.35 | (0.70) |
|  | June 2013 | 2.81458333 | 18 | 03:45 | 0.072916667 | 0.265972222 | 3 | 02:08 | 2.45 | (0.28) |
|  | May 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 | 0.73472222 | 6 | 02:56 | 0.102777778 | 0.714583333 | 4 | 04:17 | -4.54 | (3.76) |
|  | February 2013 | 3.63541667 | 21 | 04:09 | 0.095833333 | 0.453472222 | 4 | 02:43 | 1.64 | (0.66) |
|  | January 2013 | 2.20625 | 16 | 03:19 | 0.064583333 | 0.145138889 | 2 | 01:45 | 3.48 | (0.32) |
| MR-6D Mean Time to Restore Unbundled | December 2013 | 6.68680556 | 49 | 03:17 | 0.088888889 | 2.665972222 | 18 | 03:33 | -0.39 | (1.24) |
| Loop - DS1 Capable Parity | November 2013 | 6.05625 | 52 | 02:48 | 0.083333333 | 3.655555556 | 18 | 04:52 | -1.39 | (1.85) |
|  | October 2013 | 10.0013889 | 55 | 04:22 | 0.2375 | 4.377083333 | 31 | 03:23 | 1.47 | (0.52) |
|  | September 2013 | 8.05347222 | 63 | 03:04 | 0.117361111 | 7.854166667 | 41 | 04:36 | -2.09 | (2.27) |
|  | August 2013 | 10.5694444 | 79 | 03:13 | 0.114583333 | 2.052083333 | 20 | 02:28 | 1.60 | (0.32) |
|  | July 2013 | 10.3854167 | 64 | 03:54 | 0.139583333 | 3.150694444 | 22 | 03:26 | 0.66 | (0.72) |
|  | June 2013 | 7.11736111 | 59 | 02:54 | 0.072222222 | 4.359027778 | 28 | 03:44 | -1.12 | (1.68) |
|  | May 2013 | 8.32361111 | 67 | 02:59 | 0.077777778 | 3.997222222 | 40 | 02:24 | 1.81 | (0.08) |
|  | 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 | (0.53) |
|  | February 2013 | 9.225 | 65 | 03:24 | 0.120138889 | 4.152083333 | 30 | 03:19 | 0.16 | (1.07) |
|  | January 2013 | 11.4666667 | 80 | 03:26 | 0.170138889 | 6.036805556 | 46 | 03:09 | 0.59 | (0.74) |
| MR-6D Mean Time to Restore Unbundled | December 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Loop - XDSLi Parity | November 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | July 2013 | 0.0875 | 1 | 02:06 | 0 | 3.950694444 | 27 | 03:31 | -0.48 | (1.29) |
|  | June 2013 | 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 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |


|  | March 2013 <br> February 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0.10625 | 1 | 02:33 | 0 | 4.250694444 | 32 | 03:11 | -0.27 | (1.16) |
|  | January 2013 December 2013 | 0.16736111 | 1 | 04:01 | 0 | 6.271527778 | 48 | 03:08 | 0.33 | (0.54) |
|  |  | 33.3958333 | 72 | 11:08 | 0.524305556 | 0 | 3944 | 08:14 | -5.61 | (4.41) |
|  | November 2013 | 33.04375 | 73 | 10:52 | 0.371527778 | 0 | 4524 | 09:28 | -4.79 | (3.91) |
| Loop Analog Parity | October 2013 | 54.5256944 | 114 | 11:29 | 0.572222222 | 0 | 5386 | 12:22 | -6.20 | (4.77) |
|  | September 2013 | 41.1993056 | 97 | 10:12 | 0.285416667 | 0 | 4967 | 18:29 | -7.56 | (5.59) |
|  | August 2013 <br> July 2013 | 45.1652778 | 85 | 12:45 | 0.390277778 | 0 | 4597 | 08:55 | -6.57 | (5.00) |
|  |  | 50.6861111 | 99 | 12:17 | 0.417361111 | 0 | 4544 | 11:22 | -7.48 | (5.55) |
|  | June 2013 | 46.6694444 | 144 | 07:47 | 0.259027778 | 0 | 4249 | 01:58 | -5.76 | (4.50) |
|  | May 2013 | 29.1722222 | 99 | 07:04 | 0.190277778 | 0 | 4600 | 23:23 | -7.57 | (5.60) |
|  | April 2013 | 30.3680556 | 84 | 08:41 | 0.255555556 | 0 | 4195 | 01:25 | -5.23 | (4.18) |
|  |  | 33.1375 | 89 | 08:56 | 0.422222222 | 0 | 4454 | 23:23 | -6.19 | (4.76) |
|  | March 2013 <br> February 2013 | 45.0326389 | 106 | 10:12 | 0.356944444 | 0 | 4475 | 06:15 | -6.51 | (4.96) |
|  | January 2013 <br> December 2013 | 55.0375 | 137 | 09:38 | 0.352777778 | 0 | 6102 | 10:15 | -6.46 | (4.93) |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Loop ISDN Capable Parity |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013July 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 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 | 0.05069444 | 1 | 01:13 | 0 | 0.251388889 | 1 | 06:02 | 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 |
|  | 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 |
| MR-6E Mean Time to Restore DS1 Parity | December 2013 <br> November 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 |
|  | October 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 <br> August 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 |
|  | August 2013July 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 May 2013 | 0.24722222 | 1 | 05:56 | 0 | 6.96875 | 46 | 03:38 | 0.33 | (0.20) |
|  |  | 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 |
|  | $\begin{aligned} & \text { March } 2013 \\ & \text { February } 2013 \end{aligned}$ | 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 |
| MR-6E Mean Time to Restore E911 Parity | December 2013 <br> November 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 |
|  | October 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.02708333 | 1 | 00:39 | 0 | 0.242361111 | 4 | 01:27 | -0.48 | (1.29) |
|  | July 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 0.07847222 | 1 | 01:53 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 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 |
|  | 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 |
| MR-6E Mean Time to Restore EnhancedExtended Loops - DS1 Capable Parity | December 2013 <br> November 2013 <br> October 2013 | 0.43055556 | 4 | 02:35 | 0.044444444 | 3.999305556 | 21 | 04:34 | -0.62 | (1.38) |
|  |  | 0.95 | 9 | 02:32 | 0.089583333 | 5.829166667 | 34 | 04:07 | -0.96 | (1.58) |
|  |  | 1.6875 | 9 | 04:30 | 0.158333333 | 3.845138889 | 24 | 03:51 | 0.34 | (0.76) |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 2.39652778 | 17 | 03:23 | 0.092361111 | 5.577083333 | 43 | 03:07 | 0.46 | (0.68) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 1.97222222 | 15 | 03:09 | 0.041666667 | 4.645138889 | 37 | 03:01 | 0.24 | (0.88) |
|  |  | 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) |
|  |  | 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 | (0.53) |
|  |  | 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) |
|  |  | 1.27916667 | 13 | 02:22 | 0.063888889 | 4.150694444 | 31 | 03:13 | -0.88 | (1.54) |
| MR-6E Mean Time to Restore Enhanced Extended Loops - DS3 Capable Diagnostic | December 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 <br> September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> 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 |
|  |  | 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 |
|  |  | 0.06458333 | 1 | 01:33 | 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 ISDNPrimary Parity | December 2013November 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.09861111 | 1 | 02:22 | 0 | 2.308333333 | 16 | 03:28 | -0.54 | (1.33) |
|  | October 2013 <br> September 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.07708333 | 1 | 01:51 | 0 | 2.297916667 | 16 | 03:27 | -0.81 | (1.49) |
|  | August 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 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 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 0.13611111 | 1 | 03:16 | 0 | 3.324305556 | 18 | 04:26 | -0.20 | (1.12) |
|  |  | 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 <br> Parity | December 2013 | 0.39722222 | 2 | 04:46 | 0.005555556 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 3.35486111 | 3 | 02:50 | 1.095833333 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 | 0.13263889 | 1 | 03:11 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | 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 | 0.02361111 | 1 | 00:34 | 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 January 2013 | 0.17430556 | 1 | 04:11 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0.01666667 | 1 | 00:24 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E Mean Time to Restore UDIT Above DS1 Level Parity | December 2013 <br> November 2013 | 0.44027778 | 1 | 10:34 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2013 | 0.06736111 | 1 | 01:37 | 0 | 0.148611111 | 3 | 01:11 | 0.59 | (1.03) |
|  | September 2013 <br> August 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 |
|  | July 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | June 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | May 2013 April 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 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | February 2013 | 1 | 2 | 50\% | 0.5 | 2 | 16 | 13\% | 1.51 | (0.70) |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Centrex | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| 21 Parity | November 2013 | 0 | 1 | 0\% | 0 | 1 | 2 | 50\% | -0.82 | (1.50) |
|  | October 2013 | 0 | 2 | 0\% | 0 | 1 | 9 | 11\% | -0.45 | (1.27) |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 1 | 0\% | 0 | 0 | 9 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 10 | 0\% | 0 | 1 | 6 | 17\% | -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 | 0 | 3 | 0\% | 0 | 2 | 11 | 18\% | -0.72 | (1.44) |
|  | March 2013 | 0 | 6 | 0\% | 0 | 0 | 10 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 3 | 0\% | 0 | 0 | 6 | 0\% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Line | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Sharing Parity | November 2013 | 0 | 1 | 0\% | 0 | 452 | 4608 | 10\% | -0.33 | (1.20) |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 2 | 0\% | 0 | 502 | 5065 | 10\% | -0.47 | (1.29) |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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) |
| MR-7A Repair Repeat Report Rate Line | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Splitting Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 1 | 0\% | 0 | 539 | 5513 | 10\% | -0.33 | (1.20) |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7A Repair Repeat Report Rate PBX | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 1 | 0\% | 0 | 0 | 2 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-7A Repair Repeat Report Rate | December 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 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2013 | 0 | 1 | 0\% | 0 | 430 | 4340 | 10\% | -0.33 | (1.20) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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) |
| MR-7A Repair Repeat Report Rate Sub- | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Loop Unbundling Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7A Repair Repeat Report Rate UNE - P | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| (POTS) Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 6 | 0\% | 0 | 353 | 4489 | 8\% | -0.72 | (1.43) |
|  | 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 |
| MR-7B Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Business Parity | November 2013 | 1 | 2 | 50\% | 0.5 | 9 | 149 | 6\% | 2.59 | (0.31) |
|  | October 2013 | 0 | 2 | 0\% | 0 | 16 | 174 | 9\% | -0.45 | (1.27) |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 1 | 3 | 33\% | 0.4714 | 16 | 178 | 9\% | 1.46 | (0.60) |
|  | June 2013 | 0 | 3 | 0\% | 0 | 13 | 165 | 8\% | -0.50 | (1.31) |
|  | 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 | 16 | 150 | 11\% | -0.34 | (1.21) |
|  | February 2013 | 0 | 5 | 0\% | 0 | 13 | 153 | 9\% | -0.67 | (1.41) |
|  | January 2013 | 0 | 1 | 0\% | 0 | 20 | 219 | 9\% | -0.32 | (1.19) |
|  | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Residence Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 3 | 0\% | 0 | 120 | 1274 | 9\% | -0.56 | (1.34) |
| MR-7B Repair Repeat Report Rate Sub- | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Loop Unbundling Diagnostic | November 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7B Repair Repeat Report Rate UNE - P | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| (POTS) Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 2 | 0\% | 0 | 118 | 1139 | 10\% | -0.48 | (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 |
| MR-7C Repair Repeat Report Rate Basic | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate ISDN Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-7C Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Business Parity | November 2013 | 0 | 1 | 0\% | 0 | 5 | 74 | 7\% | -0.27 | (1.16) |
|  | October 2013 | 0 | 2 | 0\% | 0 | 10 | 131 | 8\% | -0.40 | (1.25) |
|  | September 2013 | 0 | 1 | 0\% | 0 | 4 | 80 | 5\% | -0.23 | (1.14) |
|  | August 2013 | 0 | 1 | 0\% | 0 | 10 | 95 | 11\% | -0.34 | (1.21) |
|  | July 2013 | 0 | 1 | 0\% | 0 | 16 | 110 | 15\% | -0.41 | (1.25) |
|  | 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 |
| MR-7C Repair Repeat Report Rate Centrex | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 1 | 2 | 50\% | 0.5 | 1 | 10 | 10\% | 1.72 | (0.71) |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7C Repair Repeat Report Rate Centrex | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| 21 Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-7C Repair Repeat Report Rate Line | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Sharing Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 1 | 0\% | 0 | 53 | 422 | 13\% | -0.38 | (1.23) |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-7C Repair Repeat Report Rate Line | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Splitting Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 1 | 0\% | 0 | 45 | 476 | 9\% | -0.32 | (1.20) |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7C Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Residence Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 1 | 0\% | 0 | 47 | 353 | 13\% | -0.39 | (1.24) |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 2 | 0\% | 0 | 58 | 442 | 13\% | -0.55 | (1.33) |
| MR-7D Repair Repeat Report Rate Dark | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Fiber - IOF Parity | November 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-7D Repair Repeat Report Rate DS0 | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 2 | 0\% | 0 | 14 | 64 | 22\% | -0.74 | (1.45) |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7D Repair Repeat Report Rate DS1 | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | November 2013 | 0 | 2 | 0\% | 0 | 4 | 26 | 15\% | -0.58 | (1.35) |
|  | October 2013 | 0 | 2 | 0\% | 0 | 5 | 47 | 11\% | -0.48 | (1.29) |
|  | September 2013 | 0 | 2 | 0\% | 0 | 8 | 49 | 16\% | -0.61 | (1.37) |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 1 | 0\% | 0 | 1 | 35 | 3\% | -0.17 | (1.10) |
|  | June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 4 | 0\% | 0 | 13 | 55 | 24\% | -1.07 | (1.65) |
|  | April 2013 | 1 | 3 | 33\% | 0.4714 | 3 | 28 | 11\% | 1.20 | (0.76) |
|  | March 2013 | 0 | 3 | 0\% | 0 | 3 | 39 | 8\% | -0.48 | (1.29) |
|  | February 2013 | 0 | 1 | 0\% | 0 | 2 | 38 | 5\% | -0.23 | (1.14) |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7D Repair Repeat Report Rate E911 | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 2 | 0\% | 0 | 1 | 3 | 33\% | -0.77 | (1.47) |
|  | 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 |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS0 Capable | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | October 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS1 Capable | November 2013 | 9 | 34 | 26\% | 0.4412 | 4 | 26 | 15\% | 1.18 | (0.57) |
| Parity | October 2013 | 6 | 47 | 13\% | 0.3337 | 5 | 47 | 11\% | 0.33 | (1.00) |
|  | September 2013 | 6 | 28 | 21\% | 0.4103 | 8 | 49 | 16\% | 0.58 | (0.84) |
|  | August 2013 | 2 | 38 | 5\% | 0.2233 | 4 | 30 | 13\% | -0.97 | (1.59) |
|  | July 2013 | 13 | 30 | 43\% | 0.4955 | 1 | 35 | 3\% | 9.76 | 1.31 |
|  | June 2013 | 8 | 46 | 17\% | 0.379 | 6 | 36 | 17\% | 0.09 | (1.13) |
|  | May 2013 | 4 | 30 | 13\% | 0.3399 | 13 | 55 | 24\% | -1.07 | (1.65) |
|  | April 2013 | 9 | 46 | 20\% | 0.3967 | 3 | 28 | 11\% | 1.19 | (0.60) |
|  | March 2013 | 14 | 48 | 29\% | 0.4545 | 3 | 39 | 8\% | 3.74 | 0.40 |
|  | February 2013 | 11 | 46 | 24\% | 0.4266 | 2 | 38 | 5\% | 3.81 | 0.28 |
|  | January 2013 | 6 | 42 | 14\% | 0.3499 | 12 | 56 | 21\% | -0.85 | (1.52) |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS3 Capable | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | October 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 4 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7D Repair Repeat Report Rate LIS | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Trunk Parity | November 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 2 | 0\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 3 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 1 | 0\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 1 | 0\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7D Repair Repeat Report Rate UDIT | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Above DS1 Level Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 1 | 0\% | 0 | 0 | 2 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7D Repair Repeat Report Rate UDIT | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| DS1 Parity | November 2013 | 0 | 1 | 0\% | 0 | 4 | 26 | 15\% | -0.42 | (1.25) |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop-2 Wire Non-Loaded Parity | November 2013 | 2 | 29 | 7\% | 0.2534 | 0 | 2 | 0\% | 0.00 | (1.69) |
|  | October 2013 | 0 | 15 | 0\% | 0 | 0 | 2 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 1 | 28 | 4\% | 0.1856 | 0 | 1 | 0\% | 0.00 | (2.11) |
|  | August 2013 | 3 | 27 | 11\% | 0.3143 | 0 | 1 | 0\% | 0.00 | (1.76) |
|  | July 2013 | 2 | 32 | 6\% | 0.2421 | 0 | 2 | 0\% | 0.00 | (1.73) |
|  | 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) |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop-4 Wire Non-Loaded Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 1 | 0\% | 0 | 4 | 30 | 13\% | -0.39 | (1.23) |
|  | 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 |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop - ADSL Qualified Parity | November 2013 | 0 | 12 | 0\% | 0 | 0 | 2 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 14 | 7\% | 0.2575 | 0 | 2 | 0\% | 0.00 | (1.70) |
|  | September 2013 | 0 | 7 | 0\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 3 | 10 | 30\% | 0.4583 | 0 | 1 | 0\% | 0.00 | (1.37) |
|  | July 2013 | 2 | 21 | 10\% | 0.2935 | 0 | 2 | 0\% | 0.00 | (1.58) |
|  | 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 |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop - DS1 Capable Parity | November 2013 | 7 | 52 | 13\% | 0.3413 | 4 | 26 | 15\% | -0.22 | (1.13) |
|  | October 2013 | 5 | 55 | 9\% | 0.2875 | 5 | 47 | 11\% | -0.25 | (1.15) |


|  | September 2013 | 6 | 67 | 9\% | 0.2855 | 8 | 49 | 16\% | -1.06 | (1.65) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 9 | 82 | 11\% | 0.3126 | 4 | 30 | 13\% | -0.33 | (1.20) |
|  | July 2013 | 11 | 66 | 17\% | 0.3727 | 1 | 35 | 3\% | 3.96 | 0.10 |
|  | June 2013 | 5 | 59 | 8\% | 0.2785 | 6 | 36 | 17\% | -1.04 | (1.63) |
|  | May 2013 | 9 | 68 | 13\% | 0.3389 | 13 | 55 | 24\% | -1.35 | (1.82) |
|  | April 2013 | 5 | 42 | 12\% | 0.3238 | 3 | 28 | 11\% | 0.16 | (1.15) |
|  | March 2013 | 7 | 53 | 13\% | 0.3386 | 3 | 39 | 8\% | 0.98 | (0.70) |
|  | February 2013 | 10 | 66 | 15\% | 0.3586 | 2 | 38 | 5\% | 2.17 | (0.26) |
|  | January 2013 | 11 | 83 | 13\% | 0.3391 | 12 | 56 | 21\% | -1.15 | (1.70) |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop - XDSLi Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 1 | 0\% | 0 | 1 | 35 | 3\% | -0.17 | (1.10) |
|  | 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 | 1 | 0\% | 0 | 2 | 38 | 5\% | -0.23 | (1.14) |
|  | January 2013 | 0 | 1 | 0\% | 0 | 12 | 56 | 21\% | -0.52 | (1.31) |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop Analog Parity | November 2013 | 5 | 73 | 7\% | 0.2526 | 491 | 4941 | 10\% | -0.88 | (1.53) |
|  | October 2013 | 2 | 114 | 2\% | 0.1313 | 587 | 5917 | 10\% | -2.89 | (2.76) |
|  | September 2013 | 7 | 97 | 7\% | 0.2588 | 538 | 5395 | 10\% | -0.90 | (1.55) |
|  | August 2013 | 2 | 85 | 2\% | 0.1516 | 511 | 5044 | 10\% | -2.36 | (2.43) |
|  | July 2013 | 3 | 99 | 3\% | 0.1714 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 12 | 144 | 8\% | 0.2764 | 413 | 4665 | 9\% | -0.22 | (1.13) |
|  | 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 | 6 | 89 | 7\% | 0.2507 | 393 | 4889 | 8\% | -0.45 | (1.27) |
|  | February 2013 | 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) |
| MR-7D Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop ISDN Capable Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 1 | 0\% | 0 | 2 | 3 | 67\% | -1.22 | (1.74) |
|  | 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 |
| MR-7E Repair Repeat Report Rate DS1 | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 1 | 0\% | 0 | 4 | 55 | 7\% | -0.28 | (1.17) |
|  | April 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | 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 |
| MR-7E Repair Repeat Report Rate E911 Parity | January 2013 December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 1 | 0\% | 0 | 0 | 4 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7E Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 3 | 9 | 33\% | 0.4714 | 8 | 43 | 19\% | 1.03 | (0.65) |
|  | October 2013 <br> September 2013 | 2 | 10 | 20\% | 0.4 | 2 | 30 | 7\% | 1.46 | (0.60) |
|  |  | 3 | 19 | 16\% | 0.3646 | 6 | 55 | 11\% | 0.59 | (0.88) |
|  | August 2013 <br> July 2013 | 3 | 16 | 19\% | 0.3903 | 8 | 51 | 16\% | 0.29 | (1.03) |
|  |  | 2 | 8 | 25\% | 0.433 | 10 | 48 | 21\% | 0.27 | (1.08) |
|  | June 2013 | 7 | 23 | 30\% | 0.4601 | 6 | 29 | 21\% | 0.86 | (0.70) |
|  | May 2013 | 3 | 18 | 17\% | 0.3727 | 4 | 55 | 7\% | 1.33 | (0.55) |
|  |  | 0 | 12 | 0\% | 0 | 8 | 45 | 18\% | -1.43 | (1.87) |
|  | March 2013 | 4 | 22 | 18\% | 0.3857 | 1 | 23 | 4\% | 2.27 | (0.39) |
|  | February 2013 | 2 | 12 | 17\% | 0.3727 | 2 | 34 | 6\% | 1.36 | (0.64) |
|  | January 2013 | 3 | 13 | 23\% | 0.4213 | 3 | 35 | 9\% | 1.60 | (0.47) |
| MR-7E Repair Repeat Report Rate Enhanced Extended Loops - DS3 Capable Diagnostic | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 1 | 1 | 100\% | 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 |
|  | January 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7E Repair Repeat Report Rate ISDN Primary Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 1 | 0\% | 0 | 1 | 18 | 6\% | -0.24 | (1.14) |
| Primary Parity | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 1 | 0\% | 0 | 0 | 20 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 1 | 0\% | 0 | 0 | 19 | 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 |
|  | March 2013 <br> 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 |
| MR-7E Repair Repeat Report Rate LISTrunk Parity | December 2013 <br> November 2013 <br> October 2013 | 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 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| MR-7E Repair Repeat Report Rate UDIT | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Above DS1 Level Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 1 | 0\% | 0 | 0 | 3 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| MR-7E Repair Repeat Report Rate UDIT | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| DS1 Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 3 | 0\% | 0 | 3 | 35 | 9\% | -0.51 | (1.31) |
| MR-7E Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop-2 Wire Non-Loaded Parity | November 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 3 | 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 | 3 | 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 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-7E Repair Repeat Report Rate | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop - ADSL Qualified Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 2 | 7 | 29\% | 0.4518 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 2 | 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 | 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 |
|  |  | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 6 | 0\% | 0 | 8 | 43 | 19\% | -1.10 | (1.67) |
| Unbundled Loop - DS1 Capable Parity |  | 2 | 13 | 15\% | 0.3608 | 2 | 30 | 7\% | 1.05 | (0.77) |
|  | October 2013 <br> September 2013 | 4 | 14 | 29\% | 0.4518 | 6 | 55 | 11\% | 1.89 | (0.25) |
|  | August 2013July 2013 | 3 | 11 | 27\% | 0.4454 | 8 | 51 | 16\% | 0.96 | (0.68) |
|  |  | 1 | 10 | 10\% | 0.3 | 10 | 48 | 21\% | -0.77 | (1.47) |
|  | July 2013 June 2013 | 4 | 12 | 33\% | 0.4714 | 6 | 29 | 21\% | 0.91 | (0.71) |
|  | May 2013 | 2 | 16 | 13\% | 0.3307 | 4 | 55 | 7\% | 0.71 | (0.86) |
|  | April 2013 <br> March 2013 | 0 | 5 | 0\% | 0 | 8 | 45 | 18\% | -0.99 | (1.60) |
|  |  | 2 | 14 | 14\% | 0.3499 | 1 | 23 | 4\% | 1.44 | (0.71) |
|  | February 2013 | 1 | 7 | 14\% | 0.3499 | 2 | 34 | 6\% | 0.86 | (0.91) |
|  |  | 1 | 12 | 8\% | 0.2764 | 3 | 35 | 9\% | -0.03 | (1.02) |
|  | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop - XDSLi Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 <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 |
|  | January 2013 | 0 | 1 | 0\% | 0 | 3 | 35 | 9\% | -0.30 | (1.18) |
| MR-7E Repair Repeat Report Rate Unbundled Loop Analog Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 9 | 0\% | 0 | 104 | 1072 | 10\% | -0.98 | (1.60) |
| Unbundled Loop Analog Parity |  | 0 | 10 | 0\% | 0 | 144 | 1530 | 9\% | -1.02 | (1.62) |
|  | September 2013 <br> August 2013 | 0 | 8 | 0\% | 0 | 211 | 1888 | 11\% | -1.00 | (1.61) |
|  |  | 0 | 9 | 0\% | 0 | 186 | 1451 | 13\% | -1.15 | (1.70) |
|  | July 2013June 2013 | 0 | 10 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 14 | 0\% | 0 | 169 | 1367 | 12\% | -1.40 | (1.85) |
|  | June 2013 | 1 | 27 | 4\% | 0.1889 | 144 | 1326 | 11\% | -1.18 | (1.72) |
|  | April 2013 | 0 | 4 | 0\% | 0 | 168 | 1246 | 13\% | -0.79 | (1.48) |
|  | March 2013 | 0 | 16 | 0\% | 0 | 127 | 1231 | 10\% | -1.35 | (1.82) |
|  | February 2013 | 0 | 13 | 0\% | 0 | 107 | 1196 | 9\% | -1.12 | (1.68) |
|  | January 2013 <br> December 2013 | 3 | 17 | 18\% | 0.3812 | 150 | 1575 | 10\% | 1.13 | (0.53) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop ISDN Capable Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 January 2013 | 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 Parity | December 2013 November 2013 October 2013 | 0 | 113 | 0\% | 0 | 3 | 1661 | 0\% | -0.44 | (1.27) |
|  |  | 0 | 114 | 0\% | 0 | 2 | 1681 | 0\% | -0.36 | (1.22) |
|  |  | 0 | 111 | 0\% | 0 | 2 | 1697 | 0\% | -0.35 | (1.21) |


|  | September 2013 | 0 | 111 | 0\% | 0 | 1 | 1726 | 0\% | -0.25 | (1.15) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 112 | 0\% | 0 | 1 | 1729 | 0\% | -0.25 | (1.15) |
|  | July 2013 | 0 | 114 | 0\% | 0 | 2 | 1737 | 0\% | -0.35 | (1.21) |
|  | June 2013 | 0 | 108 | 0\% | 0 | 3 | 1778 | 0\% | -0.41 | (1.25) |
|  | May 2013 | 0 | 107 | 0\% | 0 | 3 | 1795 | 0\% | -0.41 | (1.25) |
|  | April 2013 | 1 | 109 | 1\% | 0.0953 | 0 | 1804 | 0\% | 0.00 | (0.04) |
|  | March 2013 | 0 | 106 | 0\% | 0 | 4 | 1890 | 0\% | -0.46 | (1.28) |
|  | February 2013 | 0 | 105 | 0\% | 0 | 4 | 1949 | 0\% | -0.45 | (1.28) |
|  | January 2013 | 0 | 109 | 0\% | 0 | 2 | 1967 | 0\% | -0.32 | (1.20) |
| MR-8 Trouble Rate Business Parity | December 2013 | 3 | 1946 | 0\% | 0.0392 | 655 | 201911 | 0\% | -1.31 | (1.80) |
|  | November 2013 | 21 | 1967 | 1\% | 0.1028 | 782 | 203037 | 0\% | 4.86 | 1.96 |
|  | October 2013 | 4 | 1978 | 0\% | 0.0449 | 1109 | 204635 | 1\% | -2.05 | (2.25) |
|  | September 2013 | 8 | 1939 | 0\% | 0.0641 | 1049 | 206006 | 1\% | -0.59 | (1.36) |
|  | August 2013 | 11 | 1964 | 1\% | 0.0746 | 987 | 207306 | 0\% | 0.54 | (0.67) |
|  | July 2013 | 14 | 1960 | 1\% | 0.0842 | 935 | 208640 | 0\% | 1.76 | 0.07 |
|  | June 2013 | 8 | 1943 | 0\% | 0.064 | 842 | 210056 | 0\% | 0.08 | (0.95) |
|  | May 2013 | 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 | 5 | 1953 | 0\% | 0.0505 | 877 | 213990 | 0\% | -1.06 | (1.64) |
|  | February 2013 | 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) |
| MR-8 Trouble Rate Centrex Parity | December 2013 | 0 | 200 | 0\% | 0 | 12 | 28803 | 0\% | -0.29 | (1.17) |
|  | November 2013 | 0 | 200 | 0\% | 0 | 25 | 29688 | 0\% | -0.41 | (1.25) |
|  | October 2013 | 0 | 202 | 0\% | 0 | 35 | 30115 | 0\% | -0.48 | (1.29) |
|  | September 2013 | 0 | 202 | 0\% | 0 | 36 | 30329 | 0\% | -0.49 | (1.30) |
|  | August 2013 | 1 | 202 | 1\% | 0.0702 | 20 | 30459 | 0\% | 2.37 | (0.31) |
|  | July 2013 | 0 | 209 | 0\% | 0 | 22 | 30665 | 0\% | -0.39 | (1.23) |
|  | June 2013 | 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 2013 | 0 | 209 | 0\% | 0 | 26 | 31211 | 0\% | -0.42 | (1.25) |
|  | March 2013 | 0 | 210 | 0\% | 0 | 35 | 31442 | 0\% | -0.48 | (1.29) |
|  | 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) |
| MR-8 Trouble Rate Centrex 21 Parity | December 2013 | 10 | 384 | 3\% | 0.1593 | 6 | 3467 | 0\% | 10.88 | 2.00 |
|  | November 2013 | 1 | 400 | 0\% | 0.0499 | 3 | 3489 | 0\% | 1.06 | (0.77) |
|  | October 2013 | 2 | 418 | 0\% | 0.069 | 12 | 3510 | 0\% | 0.45 | (0.92) |
|  | September 2013 | 0 | 421 | 0\% | 0 | 12 | 3531 | 0\% | -1.13 | (1.69) |
|  | August 2013 | 1 | 423 | 0\% | 0.0486 | 10 | 3581 | 0\% | -0.16 | (1.10) |
|  | July 2013 | 10 | 426 | 2\% | 0.1514 | 8 | 3641 | 0\% | 8.87 | 1.76 |
|  | June 2013 | 0 | 433 | 0\% | 0 | 7 | 3701 | 0\% | -0.86 | (1.52) |
|  | May 2013 | 0 | 437 | 0\% | 0 | 15 | 3766 | 0\% | -1.25 | (1.76) |
|  | April 2013 | 3 | 442 | 1\% | 0.0821 | 15 | 3835 | 0\% | 0.92 | (0.65) |
|  | March 2013 | 8 | 455 | 2\% | 0.1314 | 14 | 3931 | 0\% | 4.75 | 0.86 |
|  | February 2013 | 0 | 473 | 0\% | 0 | 9 | 4021 | 0\% | -0.97 | (1.59) |
|  | January 2013 | 3 | 484 | 1\% | 0.0785 | 7 | 4088 | 0\% | 2.26 | (0.15) |
| MR-8 Trouble Rate Dark Fiber - IOF | December 2013 | 0 | 72 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | November 2013 | 1 | 70 | 1\% | 0.1187 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 70 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 68 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 66 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 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 |
| MR-8 Trouble Rate Dark Fiber - Loop | December 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | November 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 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 |
| MR-8 Trouble Rate DSO Parity | December 2013 | 0 | 423 | 0\% | 0 | 92 | 18734 | 0\% | -1.43 | (1.87) |
|  | November 2013 | 0 | 418 | 0\% | 0 | 67 | 18805 | 0\% | -1.21 | (1.74) |
|  | October 2013 | 2 | 420 | 0\% | 0.0688 | 98 | 18927 | 1\% | -0.12 | (1.07) |
|  | September 2013 | 0 | 418 | 0\% | 0 | 109 | 19066 | 1\% | -1.53 | (1.93) |
|  | August 2013 | 0 | 418 | 0\% | 0 | 93 | 19232 | 0\% | -1.41 | (1.86) |
|  | 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) |
| MR-8 Trouble Rate DS1 Parity | December 2013 | 3 | 21 | 14\% | 0.3499 | 55 | 4910 | 1\% | 5.72 | 0.77 |
|  | November 2013 | 2 | 24 | 8\% | 0.2764 | 69 | 4924 | 1\% | 2.88 | 0.03 |
|  | October 2013 | 2 | 22 | 9\% | 0.2875 | 77 | 4969 | 2\% | 2.86 | 0.02 |
|  | September 2013 | 2 | 21 | 10\% | 0.2935 | 104 | 5130 | 2\% | 2.43 | (0.10) |
|  | August 2013 | 0 | 21 | 0\% | 0 | 81 | 5263 | 2\% | -0.57 | (1.35) |
|  | July 2013 | 1 | 21 | 5\% | 0.213 | 83 | 5312 | 2\% | 1.18 | (0.65) |
|  | June 2013 | 0 | 21 | 0\% | 0 | 65 | 5398 | 1\% | -0.50 | (1.31) |
|  | May 2013 | 5 | 20 | 25\% | 0.433 | 110 | 5442 | 2\% | 7.29 | 1.38 |
|  | April 2013 | 2 | 20 | 10\% | 0.3 | 73 | 5504 | 1\% | 3.38 | 0.15 |
|  | March 2013 | 3 | 21 | 14\% | 0.3499 | 62 | 5583 | 1\% | 5.75 | 0.78 |
|  | February 2013 | 0 | 20 | 0\% | 0 | 72 | 5693 | 1\% | -0.51 | (1.31) |
|  | January 2013 | 0 | 23 | 0\% | 0 | 91 | 5764 | 2\% | -0.61 | (1.37) |
| MR-8 Trouble Rate DS3 Parity | December 2013 | 0 | 2 | 0\% | 0 | 0 | 1143 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 2 | 0\% | 0 | 5 | 1145 | 0\% | -0.09 | (1.06) |
|  | October 2013 | 0 | 2 | 0\% | 0 | 3 | 1150 | 0\% | -0.07 | (1.04) |
|  | September 2013 | 0 | 2 | 0\% | 0 | 7 | 1175 | 1\% | -0.11 | (1.07) |
|  | August 2013 | 0 | 2 | 0\% | 0 | 4 | 1176 | 0\% | -0.08 | (1.05) |
|  | July 2013 | 0 | 2 | 0\% | 0 | 1 | 1175 | 0\% | -0.04 | (1.03) |
|  | June 2013 | 0 | 2 | 0\% | 0 | 5 | 1184 | 0\% | -0.09 | (1.06) |
|  | May 2013 | 0 | 2 | 0\% | 0 | 2 | 1187 | 0\% | -0.06 | (1.04) |
|  | April 2013 | 0 | 3 | 0\% | 0 | 6 | 1203 | 1\% | -0.12 | (1.07) |
|  | March 2013 | 0 | 2 | 0\% | 0 | 1 | 1212 | 0\% | -0.04 | (1.02) |
|  | February 2013 | 0 | 2 | 0\% | 0 | 4 | 1217 | 0\% | -0.08 | (1.05) |
|  | January 2013 | 0 | 2 | 0\% | 0 | 3 | 1243 | 0\% | -0.07 | (1.04) |
| MR-8 Trouble Rate E911 Parity | December 2013 | 1 | 1147 | 0\% | 0.0295 | 5 | 3199 | 0\% | -0.51 | (1.31) |
|  | November 2013 | 0 | 1140 | 0\% | 0 | 3 | 3207 | 0\% | -0.89 | (1.54) |
|  | October 2013 | 0 | 1058 | 0\% | 0 | 2 | 3201 | 0\% | -0.71 | (1.43) |


|  | September 2013 | 0 | 1154 | 0\% | 0 | 1 | 3209 | 0\% | -0.51 | (1.31) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 1 | 1134 | 0\% | 0.0297 | 6 | 3234 | 0\% | -0.66 | (1.40) |
|  | July 2013 | 0 | 1045 | 0\% | 0 | 4 | 3216 | 0\% | -0.99 | (1.60) |
|  | June 2013 | 1 | 1078 | 0\% | 0.0304 | 4 | 3187 | 0\% | -0.26 | (1.16) |
|  | May 2013 | 0 | 1008 | 0\% | 0 | 5 | 3188 | 0\% | -1.10 | (1.67) |
|  | April 2013 | 2 | 1006 | 0\% | 0.0445 | 6 | 3182 | 0\% | 0.07 | (0.96) |
|  | March 2013 | 0 | 998 | 0\% | 0 | 2 | 3090 | 0\% | -0.70 | (1.42) |
|  | February 2013 | 0 | 990 | 0\% | 0 | 5 | 3093 | 0\% | -1.10 | (1.67) |
|  | January 2013 | 0 | 944 | 0\% | 0 | 5 | 3092 | 0\% | -1.08 | (1.66) |
| MR-8 Trouble Rate Enhanced Extended | December 2013 | 1 | 46 | 2\% | 0.1458 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Loops - DS0 Capable Diagnostic | November 2013 | 0 | 46 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 46 | 2\% | 0.1458 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 47 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 47 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 47 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 54 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate Enhanced Extended | December 2013 | 29 | 2684 | 1\% | 0.1034 | 54 | 4588 | 1\% | -0.37 | (1.22) |
| Loops - DS1 Capable Parity | November 2013 | 43 | 2732 | 2\% | 0.1245 | 67 | 4597 | 1\% | 0.40 | (0.76) |
|  | October 2013 | 57 | 2780 | 2\% | 0.1417 | 72 | 4641 | 2\% | 1.68 | 0.02 |
|  | September 2013 | 47 | 2816 | 2\% | 0.1281 | 100 | 4795 | 2\% | -1.23 | (1.75) |
|  | August 2013 | 54 | 2822 | 2\% | 0.137 | 75 | 4918 | 2\% | 1.34 | (0.18) |
|  | July 2013 | 38 | 2854 | 1\% | 0.1146 | 78 | 4968 | 2\% | -0.82 | (1.50) |
|  | June 2013 | 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 | 70 | 2942 | 2\% | 0.1524 | 62 | 5214 | 1\% | 4.76 | 1.90 |
|  | February 2013 | 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) |
| MR-8 Trouble Rate Enhanced Extended | December 2013 | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Loops - DS3 Capable Diagnostic | November 2013 | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 59 | 2\% | 0.1291 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 4 | 59 | 7\% | 0.2514 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 58 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 58 | 2\% | 0.1302 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 58 | 2\% | 0.1302 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 59 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 60 | 2\% | 0.128 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate ISDN Primary Parity | December 2013 | 0 | 151 | 0\% | 0 | 32 | 90361 | 0\% | -0.23 | (1.14) |
|  | November 2013 | 1 | 151 | 1\% | 0.0811 | 25 | 90893 | 0\% | 4.70 | 0.05 |
|  | October 2013 | 0 | 151 | 0\% | 0 | 40 | 91444 | 0\% | -0.26 | (1.16) |
|  | September 2013 | 1 | 151 | 1\% | 0.0811 | 34 | 91840 | 0\% | 3.99 | (0.03) |
|  | August 2013 | 0 | 151 | 0\% | 0 | 34 | 92013 | 0\% | -0.24 | (1.14) |
|  | July 2013 | 0 | 151 | 0\% | 0 | 41 | 92069 | 0\% | -0.26 | (1.16) |
|  | June 2013 | 0 | 151 | 0\% | 0 | 34 | 92129 | 0\% | -0.24 | (1.14) |
|  | May 2013 | 1 | 151 | 1\% | 0.0811 | 28 | 93379 | 0\% | 4.48 | 0.03 |
|  | April 2013 | 0 | 126 | 0\% | 0 | 31 | 93705 | 0\% | -0.20 | (1.12) |


|  | March 2013 <br> February 2013 | 0 | 76 | 0\% | 0 | 40 | 93934 | 0\% | -0.18 | (1.11) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 76 | 0\% | 0 | 48 | 94234 | 0\% | -0.20 | (1.12) |
|  | January 2013 December 2013 | 0 | 76 | 0\% | 0 | 68 | 94657 | 0\% | -0.23 | (1.14) |
| MR-8 Trouble Rate Line Sharing Parity |  | 3 | 526 | 1\% | 0.0753 | 5343 | 691750 | 1\% | -0.53 | (1.32) |
|  | November 2013 | 1 | 539 | 0\% | 0.043 | 6013 | 697939 | 1\% | -1.70 | (2.03) |
|  | October 2013 | 0 | 551 | 0\% | 0 | 7447 | 705666 | 1\% | -2.42 | (2.47) |
|  | September 2013 | 3 | 558 | 1\% | 0.0731 | 7283 | 713140 | 1\% | -1.14 | (1.69) |
|  | August 2013 | 0 | 565 | 0\% | 0 | 6495 | 720771 | 1\% | -2.27 | (2.38) |
|  | July 2013 | 0 | 579 | 0\% | 0 | 6422 | 728010 | 1\% | -2.27 | (2.38) |
|  | June 2013 | 0 | 600 | 0\% | 0 | 6032 | 735108 | 1\% | -2.23 | (2.35) |
|  | May 2013 | 2 | 609 | 0\% | 0.0572 | 6351 | 741643 | 1\% | -1.41 | (1.86) |
|  | April 2013 | 1 | 621 | 0\% | 0.0401 | 5846 | 748541 | 1\% | -1.75 | (2.07) |
|  | March 2013 | 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 2013 December 2013 | 1 | 656 | 0\% | 0.039 | 8253 | 770084 | 1\% | -2.29 | (2.39) |
| MR-8 Trouble Rate Line Splitting Parity |  | 0 | 39 | 0\% | 0 | 5343 | 691750 | 1\% | -0.55 | (1.33) |
|  | November 2013 | 0 | 40 | 0\% | 0 | 6013 | 697939 | 1\% | -0.59 | (1.36) |
|  | October 2013 | 1 | 41 | 2\% | 0.1543 | 7447 | 705666 | 1\% | 0.87 | (0.77) |
|  | September 2013 | 0 | 43 | 0\% | 0 | 7283 | 713140 | 1\% | -0.67 | (1.40) |
|  | August 2013 | 1 | 43 | 2\% | 0.1507 | 6495 | 720771 | 1\% | 0.99 | (0.72) |
|  | July 2013 | 0 | 45 | 0\% | 0 | 6422 | 728010 | 1\% | -0.63 | (1.38) |
|  | June 2013 | 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 | 0 | 48 | 0\% | 0 | 5846 | 748541 | 1\% | -0.61 | (1.37) |
|  | March 2013 | 0 | 50 | 0\% | 0 | 6119 | 755373 | 1\% | -0.64 | (1.39) |
|  | February 2013 | 0 | 50 | 0\% | 0 | 6123 | 762470 | 1\% | -0.64 | (1.39) |
|  | January 2013 December 2013 | 0 | 52 | 0\% | 0 | 8253 | 770084 | 1\% | -0.75 | (1.46) |
| MR-8 Trouble Rate LIS Trunk Parity |  | 3 | 94209 | 0\% | 0.0056 | 3 | 82149 | 0\% | -0.16 | (1.10) |
|  | November 2013 | 2 | 94473 | 0\% | 0.0046 | 0 | 82893 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 5 | 94641 | 0\% | 0.0073 | 1 | 84129 | 0\% | 2.51 | 0.52 |
|  | September 2013 | 3 | 94299 | 0\% | 0.0056 | 0 | 85224 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 2 | 92693 | 0\% | 0.0046 | 1 | 85710 | 0\% | 0.61 | (0.63) |
|  | July 2013 | 1 | 94531 | 0\% | 0.0033 | 2 | 85186 | 0\% | -0.56 | (1.34) |
|  | June 2013 | 1 | 93955 | 0\% | 0.0033 | 0 | 86218 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 2 | 94435 | 0\% | 0.0046 | 1 | 86890 | 0\% | 0.61 | (0.63) |
|  | April 2013 | 0 | 94675 | 0\% | 0 | 0 | 87394 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 2 | 94915 | 0\% | 0.0046 | 0 | 90268 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 2 | 96547 | 0\% | 0.0046 | 0 | 90770 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2013 | 2 | 97363 | 0\% | 0.0045 | 0 | 91957 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate PBX Parity |  | 0 | 690 | 0\% | 0 | 12 | 18970 | 0\% | -0.65 | (1.39) |
|  | November 2013 | 0 | 696 | 0\% | 0 | 9 | 18990 | 0\% | -0.56 | (1.34) |
|  | October 2013 | 1 | 722 | 0\% | 0.0372 | 6 | 19221 | 0\% | 1.60 | (0.03) |
|  | September 2013 | 0 | 719 | 0\% | 0 | 14 | 19545 | 0\% | -0.71 | (1.43) |
|  | August 2013 | 0 | 688 | 0\% | 0 | 11 | 19694 | 0\% | -0.61 | (1.37) |
|  | July 2013 | 0 | 665 | 0\% | 0 | 9 | 19912 | 0\% | -0.54 | (1.33) |
|  | June 2013 | 0 | 644 | 0\% | 0 | 12 | 20142 | 0\% | -0.61 | (1.37) |
|  | May 2013 | 0 | 615 | 0\% | 0 | 15 | 20401 | 0\% | -0.66 | (1.40) |
|  | April 2013 | 0 | 610 | 0\% | 0 | 5 | 20618 | 0\% | -0.38 | (1.23) |
|  | March 2013 | 1 | 606 | 0\% | 0.0406 | 13 | 21121 | 0\% | 1.01 | (0.38) |
|  | February 2013 | 0 | 607 | 0\% | 0 | 5 | 21277 | 0\% | -0.37 | (1.23) |
|  | January 2013 December 2013 | 0 | 608 | 0\% | 0 | 15 | 21378 | 0\% | -0.64 | (1.39) |
| MR-8 Trouble Rate Residence Parity |  | 0 | 116 | 0\% | 0 | 4688 | 489839 | 1\% | -1.06 | (1.64) |
|  | November 2013 | 0 | 126 | 0\% | 0 | 5231 | 494902 | 1\% | -1.16 | (1.71) |
|  | October 2013 | 1 | 139 | 1\% | 0.0845 | 6338 | 501031 | 1\% | -0.58 | (1.35) |


|  | September 2013 | 1 | 147 | 1\% | 0.0822 | 6234 | 507134 | 1\% | -0.60 | (1.37) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 153 | 0\% | 0 | 5508 | 513465 | 1\% | -1.29 | (1.78) |
|  | July 2013 | 0 | 157 | 0\% | 0 | 5487 | 519370 | 1\% | -1.29 | (1.79) |
|  | June 2013 | 3 | 155 | 2\% | 0.1378 | 5190 | 525052 | 1\% | 1.19 | (0.49) |
|  | May 2013 | 1 | 158 | 1\% | 0.0793 | 5387 | 530582 | 1\% | -0.48 | (1.29) |
|  | April 2013 | 1 | 168 | 1\% | 0.0769 | 4966 | 535940 | 1\% | -0.45 | (1.27) |
|  | March 2013 | 0 | 170 | 0\% | 0 | 5242 | 541383 | 1\% | -1.29 | (1.78) |
|  | February 2013 | 1 | 180 | 1\% | 0.0743 | 5159 | 546975 | 1\% | -0.54 | (1.33) |
|  | January 2013 | 1 | 174 | 1\% | 0.0756 | 7032 | 552987 | 1\% | -0.82 | (1.50) |
| MR-8 Trouble Rate Sub-Loop Unbundling | December 2013 | 0 | 136 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | November 2013 | 1 | 126 | 1\% | 0.0887 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 109 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 2 | 90 | 2\% | 0.1474 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 69 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 62 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 59 | 2\% | 0.1291 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 57 | 2\% | 0.1313 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 55 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 56 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 52 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 48 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-8 Trouble Rate UDIT Above DS1 Level | December 2013 | 1 | 68 | 1\% | 0.1204 | 0 | 1042 | 0\% | 0.00 | (0.06) |
| Parity | November 2013 | 0 | 68 | 0\% | 0 | 5 | 1044 | 0\% | -0.55 | (1.34) |
|  | October 2013 | 1 | 68 | 1\% | 0.1204 | 3 | 1049 | 0\% | 1.77 | (0.54) |
|  | September 2013 | 1 | 69 | 1\% | 0.1195 | 7 | 1073 | 1\% | 0.80 | (0.84) |
|  | August 2013 | 0 | 69 | 0\% | 0 | 3 | 1074 | 0\% | -0.43 | (1.26) |
|  | July 2013 | 0 | 75 | 0\% | 0 | 1 | 1076 | 0\% | -0.26 | (1.16) |
|  | June 2013 | 0 | 75 | 0\% | 0 | 4 | 1083 | 0\% | -0.51 | (1.31) |
|  | May 2013 | 0 | 75 | 0\% | 0 | 2 | 1085 | 0\% | -0.36 | (1.22) |
|  | April 2013 | 0 | 75 | 0\% | 0 | 6 | 1093 | 1\% | -0.62 | (1.38) |
|  | March 2013 | 0 | 74 | 0\% | 0 | 1 | 1101 | 0\% | -0.25 | (1.15) |
|  | February 2013 | 0 | 74 | 0\% | 0 | 4 | 1104 | 0\% | -0.50 | (1.31) |
|  | January 2013 | 0 | 74 | 0\% | 0 | 3 | 1124 | 0\% | -0.43 | (1.26) |
| MR-8 Trouble Rate UDIT DS1 Parity | December 2013 | 0 | 91 | 0\% | 0 | 54 | 4587 | 1\% | -1.03 | (1.63) |
|  | November 2013 | 1 | 91 | 1\% | 0.1043 | 67 | 4596 | 1\% | -0.28 | (1.17) |
|  | October 2013 | 0 | 92 | 0\% | 0 | 72 | 4640 | 2\% | -1.19 | (1.72) |
|  | September 2013 | 0 | 92 | 0\% | 0 | 100 | 4794 | 2\% | -1.39 | (1.84) |
|  | August 2013 | 0 | 92 | 0\% | 0 | 75 | 4917 | 2\% | -1.18 | (1.72) |
|  | July 2013 | 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) |
| MR-8 Trouble Rate Unbundled Loop - 2 | December 2013 | 25 | 14253 | 0\% | 0.0418 | 3 | 1656 | 0\% | -0.05 | (1.03) |
| Wire Non-Loaded Parity | November 2013 | 29 | 14161 | 0\% | 0.0452 | 2 | 1671 | 0\% | 0.95 | (0.42) |
|  | October 2013 | 15 | 14083 | 0\% | 0.0326 | 2 | 1687 | 0\% | -0.14 | (1.08) |
|  | September 2013 | 30 | 13951 | 0\% | 0.0463 | 1 | 1716 | 0\% | 2.54 | 0.54 |
|  | August 2013 | 27 | 13870 | 0\% | 0.0441 | 1 | 1719 | 0\% | 2.21 | 0.35 |
|  | July 2013 | 32 | 13827 | 0\% | 0.0481 | 2 | 1727 | 0\% | 1.33 | (0.19) |
|  | June 2013 | 21 | 13788 | 0\% | 0.039 | 3 | 1768 | 0\% | -0.17 | (1.10) |
|  | May 2013 | 26 | 13762 | 0\% | 0.0434 | 3 | 1785 | 0\% | 0.20 | (0.88) |
|  | April 2013 | 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 December 2013 | 37 | 13476 | 0\% | 0.0523 | 2 | 1957 | 0\% | 2.23 | 0.36 |
| MR-8 Trouble Rate Unbundled Loop - 4 Wire Non-Loaded Parity |  | 0 | 45 | 0\% | 0 | 55 | 4910 | 1\% | -0.71 | (1.43) |
|  | November 2013 | 0 | 46 | 0\% | 0 | 69 | 4924 | 1\% | -0.80 | (1.49) |
|  | October 2013 | 0 | 46 | 0\% | 0 | 77 | 4969 | 2\% | -0.85 | (1.51) |
|  | September 2013 | 0 | 46 | 0\% | 0 | 104 | 5130 | 2\% | -0.97 | (1.59) |
|  | August 2013 | 1 | 47 | 2\% | 0.1443 | 81 | 5263 | 2\% | 0.33 | (1.03) |
|  | July 2013 | 0 | 48 | 0\% | 0 | 83 | 5312 | 2\% | -0.87 | (1.53) |
|  | June 2013 | 0 | 49 | 0\% | 0 | 65 | 5398 | 1\% | -0.77 | (1.47) |
|  | May 2013 | 0 | 49 | 0\% | 0 | 110 | 5442 | 2\% | -1.00 | (1.61) |
|  | April 2013 | 0 | 50 | 0\% | 0 | 73 | 5504 | 1\% | -0.82 | (1.50) |
|  | March 2013 | 0 | 50 | 0\% | 0 | 62 | 5583 | 1\% | -0.75 | (1.45) |
|  | February 2013 | 0 | 50 | 0\% | 0 | 72 | 5693 | 1\% | -0.80 | (1.48) |
|  | January 2013 | 0 | 50 | 0\% | 0 | 91 | 5764 | 2\% | -0.89 | (1.54) |
| MR-8 Trouble Rate Unbundled Loop - ADSL Qualified Parity | December 2013 | 6 | 4944 | 0\% | 0.0348 | 3 | 1656 | 0\% | -0.50 | (1.30) |
|  | November 2013 <br> October 2013 | 12 | 4978 | 0\% | 0.049 | 2 | 1671 | 0\% | 1.24 | (0.25) |
|  |  | 15 | 5001 | 0\% | 0.0547 | 2 | 1687 | 0\% | 1.87 | 0.14 |
|  | September 2013 <br> August 2013 | 14 | 5018 | 0\% | 0.0527 | 1 | 1716 | 0\% | 3.27 | 0.99 |
|  |  | 10 | 5052 | 0\% | 0.0444 | 1 | 1719 | 0\% | 2.08 | 0.26 |
|  | 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) |
|  | 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 |
| MR-8 Trouble Rate Unbundled Loop - DS1$\qquad$ | December 2013 | 55 | 6372 | 1\% | 0.0925 | 53 | 4472 | 1\% | -1.53 | (1.93) |
|  | November 2013 <br> October 2013 | 58 | 6385 | 1\% | 0.0949 | 66 | 4482 | 1\% | -2.40 | (2.46) |
|  |  | 68 | 6401 | 1\% | 0.1025 | 74 | 4526 | 2\% | -2.33 | (2.41) |
|  | September 2013 <br> August 2013 | 81 | 6447 | 1\% | 0.1114 | 95 | 4683 | 2\% | -2.85 | (2.73) |
|  |  | 93 | 6443 | 1\% | 0.1193 | 77 | 4809 | 2\% | -0.66 | (1.40) |
|  | August 2013 | 76 | 6457 | 1\% | 0.1079 | 77 | 4859 | 2\% | -1.72 | (2.05) |
|  | June 2013 | 71 | 6436 | 1\% | 0.1045 | 62 | 4941 | 1\% | -0.72 | (1.44) |
|  | May 2013 | 84 | 6425 | 1\% | 0.1136 | 105 | 4985 | 2\% | -2.95 | (2.79) |
|  |  | 47 | 6434 | 1\% | 0.0852 | 70 | 5046 | 1\% | -2.99 | (2.82) |
|  | April 2013 <br> March 2013 | 67 | 6448 | 1\% | 0.1014 | 57 | 5117 | 1\% | -0.38 | (1.23) |
|  | February 2013 | 73 | 6460 | 1\% | 0.1057 | 70 | 5216 | 1\% | -0.99 | (1.60) |
|  | January 2013 | 95 | 6471 | 1\% | 0.1203 | 88 | 5280 | 2\% | -0.84 | (1.51) |
|  | December 2013 | 0 | 3 | 0\% | 0 | 0 | 951 | 0\% | 0.00 | 0.00 |
|  | November 2013October 2013 | 0 | 3 | 0\% | 0 | 3 | 951 | 0\% | -0.10 | (1.06) |
| Capable Parity |  | 0 | 4 | 0\% | 0 | 3 | 955 | 0\% | -0.11 | (1.07) |
|  | September 2013 <br> August 2013 | 0 | 4 | 0\% | 0 | 5 | 977 | 1\% | -0.14 | (1.09) |
|  |  | 0 | 4 | 0\% | 0 | 4 | 978 | 0\% | -0.13 | (1.08) |
|  | August 2013 <br> July 2013 | 0 | 4 | 0\% | 0 | 1 | 977 | 0\% | -0.06 | (1.04) |
|  | June 2013 | 0 | 4 | 0\% | 0 | 5 | 986 | 1\% | -0.14 | (1.09) |
|  | May 2013 | 0 | 4 | 0\% | 0 | 2 | 988 | 0\% | -0.09 | (1.05) |
|  |  | 0 | 4 | 0\% | 0 | 5 | 1002 | 1\% | -0.14 | (1.09) |
|  | April 2013 <br> March 2013 | 0 | 4 | 0\% | 0 | 1 | 1009 | 0\% | -0.06 | (1.04) |
|  | February 2013 | 0 | 4 | 0\% | 0 | 2 | 1013 | 0\% | -0.09 | (1.05) |
|  | January 2013 | 0 | 4 | 0\% | 0 | 2 | 1037 | 0\% | -0.09 | (1.05) |
| MR-8 Trouble Rate Unbundled Loop XDSLi Parity | December 2013 November 2013 October 2013 | 0 | 58 | 0\% | 0 | 55 | 4902 | 1\% | -0.81 | (1.49) |
|  |  | 0 | 59 | 0\% | 0 | 69 | 4916 | 1\% | -0.91 | (1.55) |
|  |  | 0 | 64 | 0\% | 0 | 77 | 4961 | 2\% | -1.00 | (1.61) |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 0 | 65 | 0\% | 0 | 104 | 5121 | 2\% | -1.15 | (1.70) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 68 | 0\% | 0 | 81 | 5254 | 2\% | -1.03 | (1.62) |
|  |  | 1 | 71 | 1\% | 0.1178 | 83 | 5303 | 2\% | -0.11 | (1.06) |
|  |  | 0 | 77 | 0\% | 0 | 65 | 5389 | 1\% | -0.96 | (1.59) |
|  |  | 0 | 84 | 0\% | 0 | 110 | 5433 | 2\% | -1.31 | (1.79) |
|  |  | 0 | 107 | 0\% | 0 | 73 | 5495 | 1\% | -1.19 | (1.72) |
|  |  | 0 | 112 | 0\% | 0 | 62 | 5574 | 1\% | -1.11 | (1.68) |
|  |  | 1 | 117 | 1\% | 0.0921 | 72 | 5684 | 1\% | -0.39 | (1.24) |
|  |  | 2 | 121 | 2\% | 0.1275 | 91 | 5755 | 2\% | 0.06 | (1.12) |
| MR-8 Trouble Rate Unbundled Loop Analog <br> Parity  | December 2013 | 76 | 38869 | 0\% | 0.0442 | 5343 | 691756 | 1\% | -12.64 | (8.68) |
|  | November 2013 <br> October 2013 | 82 | 39238 | 0\% | 0.0457 | 6013 | 697945 | 1\% | -13.61 | (9.27) |
|  |  | 124 | 39582 | 0\% | 0.0559 | 7447 | 705672 | 1\% | -14.06 | (9.55) |
|  | September 2013 <br> August 2013 | 105 | 40080 | 0\% | 0.0511 | 7283 | 713146 | 1\% | -14.71 | (9.94) |
|  |  | 94 | 40536 | 0\% | 0.0481 | 6495 | 720777 | 1\% | -13.87 | (9.43) |
|  | July 2013 <br> June 2013 | 109 | 41186 | 0\% | 0.0514 | 6422 | 728016 | 1\% | -13.04 | (8.93) |
|  |  | 158 | 41844 | 0\% | 0.0613 | 6032 | 735114 | 1\% | -9.77 | (6.94) |
|  | May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 126 | 41977 | 0\% | 0.0547 | 6351 | 741649 | 1\% | -12.03 | (8.31) |
|  |  | 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) |
|  | January 2013 <br> December 2013 | 154 | 43942 | 0\% | 0.0591 | 8254 | 770090 | 1\% | -14.28 | (9.68) |
|  |  | 0 | 129 | 0\% | 0 | 3 | 1656 | 0\% | -0.47 | (1.28) |
|  | November 2013October 2013 | 0 | 131 | 0\% | 0 | 2 | 1671 | 0\% | -0.38 | (1.23) |
| Capable Parity |  | 0 | 135 | 0\% | 0 | 2 | 1687 | 0\% | -0.39 | (1.23) |
|  | September 2013 <br> August 2013 | 1 | 139 | 1\% | 0.0845 | 1 | 1716 | 0\% | 3.11 | (0.35) |
|  |  | 0 | 143 | 0\% | 0 | 1 | 1719 | 0\% | -0.28 | (1.17) |
|  | July 2013 | 0 | 146 | 0\% | 0 | 2 | 1727 | 0\% | -0.40 | (1.24) |
|  | June 2013May 2013 | 0 | 154 | 0\% | 0 | 3 | 1768 | 0\% | -0.49 | (1.30) |
|  |  | 1 | 158 | 1\% | 0.0793 | 3 | 1785 | 0\% | 1.37 | (0.66) |
|  | May 2013 | 0 | 162 | 0\% | 0 | 0 | 1794 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 0 | 169 | 0\% | 0 | 4 | 1880 | 0\% | -0.57 | (1.35) |
|  | February 2013 | 0 | 172 | 0\% | 0 | 4 | 1939 | 0\% | -0.57 | (1.35) |
|  | January 2013 | 0 | 176 | 0\% | 0 | 2 | 1957 | 0\% | -0.41 | (1.25) |
| MR-8 Trouble Rate UNE - P (POTS) Parity | December 2013 November 2013 | 0 | 15 | 0\% | 0 | 5343 | 691750 | 1\% | -0.34 | (1.21) |
|  |  | 0 | 15 | 0\% | 0 | 6013 | 697939 | 1\% | -0.36 | (1.22) |
|  | October 2013 | 0 | 16 | 0\% | 0 | 7447 | 705666 | 1\% | -0.41 | (1.25) |
|  | September 2013 <br> August 2013 | 0 | 17 | 0\% | 0 | 7283 | 713140 | 1\% | -0.42 | (1.25) |
|  |  | 0 | 19 | 0\% | 0 | 6495 | 720771 | 1\% | -0.42 | (1.25) |
|  | July 2013 | 0 | 19 | 0\% | 0 | 6422 | 728010 | 1\% | -0.41 | (1.25) |
|  | June 2013May 2013 | 0 | 19 | 0\% | 0 | 6032 | 735108 | 1\% | -0.40 | (1.24) |
|  |  | 0 | 19 | 0\% | 0 | 6351 | 741643 | 1\% | -0.41 | (1.25) |
|  | May 2013 <br> April 2013 | 0 | 22 | 0\% | 0 | 5846 | 748541 | 1\% | -0.42 | (1.25) |
|  | March 2013 | 0 | 17 | 0\% | 0 | 6119 | 755373 | 1\% | -0.37 | (1.23) |
|  | February 2013 | 0 | 16 | 0\% | 0 | 6123 | 762470 | 1\% | -0.36 | (1.22) |
|  | January 2013 | 0 | 17 | 0\% | 0 | 8253 | 770084 | 1\% | -0.43 | (1.26) |
| MR-9A Repair Appointments Met Business Parity | December 2013 <br> November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 9 | 18 | 50\% | 0.5 | 490 | 559 | 88\% | 4.78 | 1.18 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 6 | 7 | 86\% | 0.3499 | 648 | 725 | 89\% | 0.31 | (1.07) |
|  |  | 7 | 10 | 70\% | 0.4583 | 622 | 708 | 88\% | 1.72 | (0.27) |
|  | July 2013 | 9 | 10 | 90\% | 0.3 | 564 | 647 | 87\% | -0.27 | (1.16) |
|  | June 2013May 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 | 1 | 1 | 100\% | 0 | 579 | 629 | 92\% | -0.29 | (1.18) |



|  | September 2013 | 1 | 1 | 100\% | 0 | 76 | 80 | 95\% | -0.23 | (1.14) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 1 | 1 | 100\% | 0 | 92 | 95 | 97\% | -0.18 | (1.11) |
|  | July 2013 | 1 | 1 | 100\% | 0 | 107 | 110 | 97\% | -0.17 | (1.10) |
|  | 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 | 1 | 100\% | 0 | 92 | 97 | 95\% | -0.23 | (1.14) |
|  | February 2013 | 1 | 1 | 100\% | 0 | 91 | 98 | 93\% | -0.28 | (1.17) |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-9C Repair Appointments Met Centrex | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 2 | 2 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| MR-9C Repair Appointments Met Centrex | December 2013 | 1 | 1 | 100\% | 0 | 1 | 1 | 100\% | 0.00 | 0.00 |
| 21 Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 2 | 2 | 100\% | 0 | 3 | 3 | 100\% | 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 |
| MR-9C Repair Appointments Met | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Residence Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 1 | 100\% | 0 | 348 | 353 | 99\% | -0.12 | (1.07) |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| NI-1A Trunk Blockage to CTL-Q Tandem | December 2013 | 31 | 42286 | 0\% | 0.0044 | 0 | 0 | 0\% | 0.00 | (2.78) |
| Offices LIS Trunk Parity 0.01 | November 2013 | 21 | 42070 | 0\% | 0.0031 | 0 | 0 | 0\% | 0.00 | (2.85) |
|  | October 2013 | 25 | 41974 | 0\% | 0.0039 | 0 | 0 | 0\% | 0.00 | (2.82) |
|  | September 2013 | 19 | 41926 | 0\% | 0.0024 | 0 | 0 | 0\% | 0.00 | (2.86) |
|  | August 2013 | 15 | 42310 | 0\% | 0.0019 | 0 | 0 | 0\% | 0.00 | (2.89) |
|  | July 2013 | 8 | 42430 | 0\% | 0.0011 | 0 | 0 | 0\% | 0.00 | (2.94) |
|  | 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 <br> February 2013 <br> January 2013 | 8 | 42118 | 0\% | 0.0011 | 0 | 0 | 0\% | 0.00 | (2.94) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 10 | 42118 | 0\% | 0.0017 | 0 | 0 | 0\% | 0.00 | (2.93) |
|  |  | 22 | 42190 | 0\% | 0.0028 | 0 | 0 | 0\% | 0.00 | (2.84) |
| NI-1B Trunk Blockage to CTL-Q End Offices LIS Trunk Parity 0.01 | January 2013 December 2013 | 1 | 15751 | 0\% | 0.0004 | 0 | 0 | 0\% | 0.00 | (2.98) |
|  | November 2013 | 0 | 15775 | 0\% | 0.0001 | 0 | 0 | 0\% | 0.00 | (3.00) |
|  | October 2013 | 1 | 15775 | 0\% | 0.0004 | 0 | 0 | 0\% | 0.00 | (2.99) |
|  | September 2013 | 0 | 15775 | 0\% | 0.0001 | 0 | 0 | 0\% | 0.00 | (3.00) |
|  | August 2013 | 0 | 15775 | 0\% | 0.0001 | 0 | 0 | 0\% | 0.00 | (3.00) |
|  | July 2013 | 0 | 15775 | 0\% | 0.0002 | 0 | 0 | 0\% | 0.00 | (3.00) |
|  | 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) |
|  | December 2013 | 0 | 15835 | 0\% | 0.0002 | 0 | 0 | 0\% | 0.00 | (2.99) |
| NI-1C Trunk Blockage to CTL-Q Tandem Offices LIS Trunk Diagnostic |  | 31 | 42286 | 0\% | 0.0044 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 24 | 42310 | 0\% | 0.0032 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 65 | 42310 | 0\% | 0.015 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 39 | 42310 | 0\% | 0.0058 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 28 | 42526 | 0\% | 0.0045 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 8 | 42430 | 0\% | 0.0011 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013May 2013 | 13 | 42142 | 0\% | 0.002 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 69 | 42286 | 0\% | 0.0097 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 51 | 42382 | 0\% | 0.0135 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 9 | 42190 | 0\% | 0.0012 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 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 |
| NI-1D Trunk Blockage to CTL-Q End Offices LIS Trunk Diagnostic | December 2013 | 1 | 15751 | 0\% | 0.0004 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 15775 | 0\% | 0.0001 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Offices LIS Trunk Diagnostic | October 2013 <br> September 2013 | 1 | 15775 | 0\% | 0.0004 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 15775 | 0\% | 0.0001 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 15775 | 0\% | 0.0001 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 15775 | 0\% | 0.0002 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 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 2013March 2013 | 1 | 15775 | 0\% | 0.0008 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 15823 | 0\% | 0.0027 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> 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 |
| OP-13A Coordinated Cuts Completed on Time Unbundled Loop - Analog Benchmark 0.95 | December 2013 | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | November 2013 | 29 | 29 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | October 2013 <br> September 2013 | 29 | 30 | 97\% | 0.1795 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  |  | 14 | 14 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | August 2013 | 14 | 14 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | July 2013June 2013 | 32 | 32 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 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 2013March 2013 | 44 | 46 | 96\% | 0.2039 | 0 | 0 | 0\% | 0.00 | (0.02) |
|  |  | 23 | 23 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | March 2013 <br> 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) |
| OP-13A Coordinated Cuts Completed on Time Unbundled Loop Other Benchmark 0.95 | December 2013 <br> November 2013 <br> October 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 |


|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 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 |
| OP-13B Coordinated Cuts Started Without | December 2013 | 0 | 40 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| CLEC Approval Unbundled Loop - Analog | November 2013 | 0 | 29 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | October 2013 | 0 | 30 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 14 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 14 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 32 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 137 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 57 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 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 | 0 | 22 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 14 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-13B Coordinated Cuts Started Without | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| CLEC Approval Unbundled Loop Other | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 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 |
|  | 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 | 3 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-15A Interval for Pending Orders | December 2013 | 6 | 1 | 600\% | 0 | 3847 | 59 | 6520\% | -0.67 | (1.41) |
| Delayed Past Due Date Business Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| OP-15A Interval for Pending Orders | December 2013 | 6 | 1 | 600\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Delayed Past Due Date Enhanced Extended | November 2013 | 10 | 1 | 1000\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Loops (EELs) Diagnostic | October 2013 | 8 | 1 | 800\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 4 | 1 | 400\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 759 | 1 | 75900\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| OP-15A Interval for Pending Orders Delayed Past Due Date Residence Parity | January 2013 <br> December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 | 30 | 4 | 8 | 8.35 | 6740 | 156 | 43 | -1.10 | (1.67) |
|  | January 2013 December 2013 | 2 | 2 | 1 | 1.41 | 6860 | 160 | 43 | -0.97 | (1.59) |
| OP-15A Interval for Pending Orders Delayed Past Due Date Sub-Loop Unbundling Diagnostic |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 147 | 2 | 74 | 89.8 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 115 | 1 | 115 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 93 | 1 | 93 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 73 | 1 | 73 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 51 | 1 | 51 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 29 | 1 | 29 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 8 | 1 | 8 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 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 | December 2013 | 15 | 5 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 154 | 4 | 39 | 43.3 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 114 | 2 | 57 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 2379 | 8 | 297 | 607.29 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 12415 | 13 | 955 | 798.13 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 12155 | 13 | 935 | 795.58 | 5 | 2 | 3 | 578.74 | 0.06 |
|  | June 2013 | 11903 | 11 | 1082 | 745.06 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 11446 | 9 | 1272 | 649.99 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013March 2013 | 12072 | 10 | 1207 | 627.43 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 11878 | 13 | 914 | 749.28 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 11705 | 21 | 557 | 727.03 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 December 2013 | 11990 | 18 | 666 | 722.23 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A Interval for Pending Orders Delayed Past Due Date Unbundled Loop ADSL Qualified Parity |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 September 2013 | 168 | 3 | 56 | 76.21 | 0 | 0 | 0 | 0.00 | 0.00 |
| ADSL Qualified Parity | September 2013August 2013 | 207 | 2 | 104 | 24.75 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 9279 | 10 | 928 | 762.03 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 9089 | 8 | 1136 | 666.12 | 5 | 2 | 3 | 675.96 | 0.30 |
|  | June 2013 | 8913 | 8 | 1114 | 666.12 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 8753 | 8 | 1094 | 666.12 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 8627 | 9 | 959 | 709.95 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013February 2013 | 8953 | 10 | 895 | 669.73 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 9127 | 11 | 830 | 652.33 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 9636 | 12 | 803 | 622.41 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A Interval for Pending Orders Delayed Past Due Date Unbundled Loop DS1 Capable Parity | December 2013November 2013October 2013 | 528 | 2 | 264 | 0 | 1719 | 28 | 61 | 8.81 | 1.26 |
|  |  | 486 | 2 | 243 | 0 | 1320 | 30 | 44 | 11.33 | 1.26 |
|  |  | 448 | 2 | 224 | 0 | 1953 | 64 | 31 | 17.34 | 1.26 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 402 | 2 | 201 | 0 | 1040 | 57 | 18 | 25.14 | 1.26 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 382 | 5 | 76 | 95.57 | 166 | 44 | 4 | 32.21 | 1.26 |
|  |  | 1028 | 6 | 171 | 171.45 | 73 | 5 | 15 | 24.43 | 0.88 |
|  |  | 913 | 12 | 76 | 138.62 | 14 | 5 | 3 | 51.31 | (0.13) |
|  |  | 776 | 6 | 129 | 171.45 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1798 | 8 | 225 | 235.47 | 12 | 3 | 4 | 62.75 | (0.51) |
|  |  | 1736 | 6 | 289 | 207.08 | 17 | 3 | 6 | 99.26 | 0.24 |
|  |  | 1610 | 6 | 268 | 207.08 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1530 | 5 | 306 | 169.94 | 462 | 4 | 116 | 1.71 | (0.17) |
| OP-15A Interval for Pending Orders Delayed Past Due Date Unbundled Loop Analog Parity | December 2013 <br> November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 2 | 0 | 0 | 16925 | 253 | 67 | -1.08 | (1.66) |
|  | November 2013 <br> October 2013 | 0 | 2 | 0 | 0 | 14829 | 244 | 61 | -1.04 | (1.63) |
|  |  | 340 | 17 | 20 | 0 | 12706 | 265 | 48 | -1.51 | (1.92) |
|  |  | 0 | 17 | 0 | 0 | 10912 | 215 | 51 | -2.44 | (2.49) |
|  | August 2013 <br> July 2013 <br> June 2013 | 1108 | 15 | 74 | 40.44 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 41 | 3 | 14 | 0.58 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 16 | 2 | 8 | 0 | 1976 | 50 | 40 | -0.62 | (1.38) |
|  |  | 131 | 4 | 33 | 35.28 | 1698 | 48 | 35 | -0.08 | (1.05) |
|  | April 2013 <br> March 2013 | 68 | 2 |  | 39.6 | 1480 | 43 | 34 | -0.01 | (1.01) |
|  | March 2013 <br> February 2013 January 2013 | 363 | 3 | $\begin{array}{r} 34 \\ 121 \end{array}$ | 109.66 | 2238 | 59 | 38 | 2.23 | (0.02) |
|  |  | 590 | 19 | 31 | 54.31 | 2020 | 47 | 43 | -0.67 | (1.40) |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Business Diagnostic | December 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| for Facilities Reasons Business Diagnostic | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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 |
|  | June 2013May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 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 | 0.00 | 0.00 |
|  | February 2013 January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs) Diagnostic | December 2013 | 1 | 1 | , | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 2 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013May 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 <br> February 2013 | 1 | 1 |  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 January 2013 December 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Residence Diagnostic |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 <br> September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> 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 |
|  |  | 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 <br> February 2013 January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2 | 4 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 2 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Sub-Loop Unbundling Diagnostic |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 |
|  | May 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 1 | 1 | 1 | 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 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded Diagnostic |  | 5 | 5 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 2 | 4 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 4 | 8 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 10 | 13 | 1 | 0.4213 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 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 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop ADSL Qualified Diagnostic | December 2013 <br> November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 1 | 3 | 0 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 2 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 7 | 10 | 1 | 0.4583 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 7 | 8 | 1 | 0.3307 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013May 2013 | 7 | 8 | 1 | 0.3307 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 7 | 8 | 1 | 0.3307 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 <br> April 2013 | 7 | 9 | 1 | 0.4157 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 8 | 10 | 1 | 0.4 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 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 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable Diagnostic | December 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Capable Diagnostic | September 2013 <br> August 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 4 | 5 | 1 | 0.4 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 3 | 6 | 1 | 0.5 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013May 2013 | 11 | 12 | 1 | 0.2764 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 6 | 6 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 <br> 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 2013January 2013 | 4 | 6 | 1 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 5 | 5 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog Diagnostic | December 2013 November 2013 October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 17 | 17 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 17 | 17 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 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 |
| OP-17A Timeliness of Disconnects associated with LNP Orders LNP Benchmark 0.9825 | December 2013 <br> November 2013 | 4174 | 4174 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  |  | 5395 | 5395 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  | October 2013 <br> September 2013 | 5595 | 5595 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  |  | 3992 | 3992 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  | August 2013 <br> July 2013 | 6847 | 6847 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  |  | 6019 | 6019 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 5781 | 5781 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  |  | 4558 | 4558 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  |  | 5354 | 5354 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  |  | 6057 | 6057 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  |  | 4509 | 4509 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  | January 2013 <br> December 2013 | 6616 | 6616 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.05) |
| OP-17B Timeliness of Disconnects associated with LNP Orders LNP Diagnostic |  | 4174 | 4174 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 5395 | 5395 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 5595 | 5595 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3992 | 3992 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013July 2013 | 6847 | 6847 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 6019 | 6019 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 5781 | 5781 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 4558 | 4558 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5354 | 5354 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 6057 | 6057 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 4509 | 4509 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2013 | 6616 | 6616 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-2 Calls Answered within Twenty Seconds - Interconnect Provisioning Center Parity |  | 3297 | 3558 | 93\% | 0.2607 | 669955 | 1001358 | 67\% | 0.00 | 0.00 |
|  | November 2013 | 4510 | 4723 | 95\% | 0.2075 | 633829 | 900267 | 70\% | 0.00 | 0.00 |
|  | October 2013September 2013 | 4510 | 4723 | 95\% | 0.2075 | 717918 | 1181538 | 61\% | 0.00 | 0.00 |
|  |  | 3901 | 4197 | 93\% | 0.256 | 491942 | 1165901 | 42\% | 0.00 | 0.00 |
|  | August 2013 | 3958 | 4240 | 93\% | 0.2492 | 330980 | 1131805 | 29\% | 0.00 | 0.00 |
|  | 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 |
|  | June 2013 <br> May 2013 | 4228 | 4450 | 95\% | 0.2177 | 852560 | 1007556 | 85\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 4234 | 4571 | 93\% | 0.2613 | 901959 | 1051155 | 86\% | 0.00 | 0.00 |
|  |  | 4123 | 4554 | 91\% | 0.2927 | 862814 | 1053780 | 82\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 3923 | 4262 | 92\% | 0.2706 | 746455 | 995824 | 75\% | 0.00 | 0.00 |
|  | January 2013 December 2013 | 4346 | 4960 | 88\% | 0.3293 | 756871 | 1268037 | 60\% | 0.00 | 0.00 |
| OP-3A Installation Commitments Met Business Parity |  | 0 | 2 | 0\% | 0 | 577 | 611 | 94\% | 5.82 | 0.65 |
|  | November 2013 | 1 | 1 | 100\% | 0 | 648 | 670 | 97\% | -0.18 | (1.11) |
|  | October 2013 <br> September 2013 | 2 | 2 | 100\% | 0 | 781 | 813 | 96\% | -0.29 | (1.17) |
|  |  | 0 | 1 | 0\% | 0 | 666 | 706 | 94\% | 4.08 | (0.04) |
|  | August 2013 | 2 | 2 | 100\% | 0 | 710 | 754 | 94\% | -0.35 | (1.21) |
|  | July 2013June 2013 | 6 | 6 | 100\% | 0 | 702 | 745 | 94\% | -0.60 | (1.37) |
|  |  | 2 | 2 | 100\% | 0 | 727 | 755 | 96\% | -0.28 | (1.17) |
|  | May 2013 | 3 | 3 | 100\% | 0 | 723 | 766 | 94\% | -0.42 | (1.26) |
|  | April 2013 | 1 | 1 | 100\% | 0 | 701 | 726 | 97\% | -0.19 | (1.11) |


|  | March 2013 <br> February 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 5 | 5 | 100\% | 0 | 581 | 605 | 96\% | -0.45 | (1.28) |
|  | January 2013 December 2013 | 2 | 2 | 100\% | 0 | 688 | 714 | 96\% | -0.27 | (1.17) |
| OP-3A Installation Commitments Met Residence Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 1 | 1 | 100\% | 0 | 2161 | 2233 | 97\% | -0.18 | (1.11) |
|  | October 2013 | 2 | 3 | 67\% | 0.4714 | 2503 | 2593 | 97\% | 2.82 | (0.23) |
|  | September 2013 | 4 | 4 | 100\% | 0 | 2575 | 2675 | 96\% | -0.39 | (1.24) |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 3 | 3 | 100\% | 0 | 2908 | 2980 | 98\% | -0.27 | (1.17) |
|  | June 2013 | 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 <br> December 2013 | 75 | 79 | 95\% | 0.2192 | 2514 | 2598 | 97\% | 0.91 | (0.61) |
| OP-3B Installation Commitments Met Business Parity |  | 2 | 2 | 100\% | 0 | 56 | 65 | 86\% | -0.56 | (1.34) |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 3 | 3 | 100\% | 0 | 92 | 97 | 95\% | -0.40 | (1.24) |
|  | August 2013 | 2 | 2 | 100\% | 0 | 103 | 110 | 94\% | -0.37 | (1.22) |
|  | 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 <br> December 2013 | 2 | 2 | 100\% | 0 | 85 | 88 | 97\% | -0.26 | (1.16) |
| OP-3B Installation Commitments Met Residence Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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) |
| OP-3C Installation Commitments Met Business Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 3 | 3 | 100\% | 0 | 145 | 145 | 100\% | 0.00 | 0.00 |
|  |  | 9 | 9 | 100\% | 0 | 190 | 190 | 100\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 11 | 11 | 100\% | 0 | 143 | 144 | 99\% | -0.27 | (1.16) |
|  | August 2013July 2013 | 9 | 9 | 100\% | 0 | 176 | 178 | 99\% | -0.31 | (1.19) |
|  |  | 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 2013March 2013 | 12 | 12 | 100\% | 0 | 600 | 602 | 100\% | -0.20 | (1.12) |
|  |  | 10 | 10 | 100\% | 0 | 241 | 241 | 100\% | 0.00 | 0.00 |
|  | March 2013 <br> 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) |
| OP-3C Installation Commitments Met Line Splitting Benchmark 0.95 | December 2013 November 2013 October 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 |



|  | 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 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 6 | 6 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0 | 11 | 12 | 92\% | -0.57 | (1.34) |
|  | 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 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013July 2013 | 7 | 7 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 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 <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 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met Enhanced Extended Loops - DS1 Capable Benchmark 0.9 | December 2013 | 10 | 10 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | November 2013 | 9 | 9 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2013 | 12 | 12 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | September 2013 | 11 | 11 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | July 2013June 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | May 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | April 2013 <br> March 2013 | 14 | 14 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 11 | 12 | 92\% | 0.2764 | 0 | 0 | 0\% | 0.00 | (0.06) |
|  | March 2013 <br> 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) |
| OP-3D Installation Commitments Met Enhanced Extended Loops - DS3 Capable Benchmark 0.9 | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 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 |
|  | 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 |
|  |  | 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 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met LISTrunk Parity | December 2013 <br> November 2013 <br> October 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0 | 4 | 5 | 80\% | -0.68 | (1.42) |
|  |  | 3 | 5 | 60\% | 0.4899 | 1 | 1 | 100\% | 0.00 | (1.26) |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 14 | 14 | 100\% | 0 | 5 | 5 | 100\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2 | 2 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  |  | 6 | 6 | 100\% | 0 | 11 | 11 | 100\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 14 | 14 | 100\% | 0.00 | 0.00 |
|  |  | 6 | 7 | 86\% | 0.3499 | 4 | 4 | 100\% | 0.00 | (1.21) |
|  |  | 6 | 6 | 100\% | 0 | 6 | 6 | 100\% | 0.00 | 0.00 |
|  |  | 11 | 11 | 100\% | 0 | 2 | 2 | 100\% | 0.00 | 0.00 |
|  |  | 4 | 4 | 100\% | 0 | 12 | 12 | 100\% | 0.00 | 0.00 |
|  |  | 9 | 10 | 90\% | 0.3 | 3 | 3 | 100\% | 0.00 | (1.45) |
| $\begin{aligned} & \hline \text { OP-3D Installation Commitments Met PBX } \\ & \text { Parity } \end{aligned}$ | December 2013 <br> November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 <br> June 2013 | 1 | 1 | 100\% | 0 | 1 | 1 | 100\% | 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 |
|  | 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 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3D Installation Commitments Met UDIT Above DS1 Level Parity | January 2013 December 2013 November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 1 | 100\% | 0 | 1 | 1 | 100\% | 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 2013 | 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 |  | 251 | 254 | 99\% | 0.108 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | November 2013 | 338 | 341 | 99\% | 0.0934 | 0 | 0 | 0\% | 0.00 | (0.30) |
|  | October 2013 <br> September 2013 | 392 | 413 | 95\% | 0.2197 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 343 | 352 | 97\% | 0.1578 | 0 | 0 | 0\% | 0.00 | (0.25) |
|  | September 2013 <br> August 2013 | 351 | 353 | 99\% | 0.0751 | 0 | 0 | 0\% | 0.00 | (0.31) |
|  | July 2013 June 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) |
|  |  | 360 | 376 | 96\% | 0.2018 | 0 | 0 | 0\% | 0.00 | (0.19) |
|  | $\begin{aligned} & \text { May } 2013 \\ & \text { April } 2013 \end{aligned}$ | 371 | 393 | 94\% | 0.2299 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | March 2013 <br> February 2013 | 395 | 411 | 96\% | 0.1934 | 0 | 0 | 0\% | 0.00 | (0.20) |
|  |  | 283 | 287 | 99\% | 0.1172 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | February 2013 | 305 | 316 | 97\% | 0.1833 | 0 | 0 | 0\% | 0.00 | (0.22) |
| OP-3D Installation Commitments Met Unbundled Loop - ADSL Qualified Benchmark 0.9 | December 2013November 2013 | 31 | 31 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 47 | 48 | 98\% | 0.1428 | 0 | 0 | 0\% | 0.00 | (0.26) |
|  | October 2013 | 76 | 77 | 99\% | 0.1132 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | September 2013 | 78 | 79 | 99\% | 0.1118 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | August 2013 <br> July 2013 | 86 | 86 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 50 | 50 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | June 2013 | 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) |
|  |  | 69 | 69 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |


|  | March 2013 <br> February 2013 | 87 | 87 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 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) |
| OP-3D Installation Commitments Met Unbundled Loop - DS1 Capable Parity | December 2013 | 86 | 92 | 93\% | 0.2469 | 2 | 2 | 100\% | 0.00 | (1.70) |
|  | November 2013 | 88 | 89 | 99\% | 0.1054 | 5 | 5 | 100\% | 0.00 | (1.98) |
|  | October 2013 | 89 | 97 | 92\% | 0.2751 | 5 | 6 | 83\% | -0.54 | (1.33) |
|  | September 2013 | 81 | 89 | 91\% | 0.286 | 12 | 13 | 92\% | 0.16 | (1.28) |
|  | August 2013 | 111 | 112 | 99\% | 0.0941 | 4 | 5 | 80\% | -1.05 | (1.64) |
|  | July 2013 | 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 December 2013 | 98 | 107 | 92\% | 0.2776 | 6 | 7 | 86\% | -0.43 | (1.26) |
| OP-3D Installation Commitments Met Unbundled Loop Analog Benchmark 0.9 |  | 197 | 203 | 97\% | 0.1694 | 0 | 0 | 0\% | 0.00 | (0.23) |
|  | November 2013 | 248 | 252 | 98\% | 0.125 | 0 | 0 | 0\% | 0.00 | (0.28) |
|  | October 2013 | 283 | 293 | 97\% | 0.1816 | 0 | 0 | 0\% | 0.00 | (0.22) |
|  | September 2013 | 236 | 260 | 91\% | 0.2895 | 0 | 0 | 0\% | 0.00 | (0.03) |
|  | August 2013 | 151 | 152 | 99\% | 0.0808 | 0 | 0 | 0\% | 0.00 | (0.31) |
|  | July 2013 | 204 | 215 | 95\% | 0.2203 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | June 2013 | 400 | 411 | 97\% | 0.1614 | 0 | 0 | 0\% | 0.00 | (0.24) |
|  | May 2013 | 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 | 246 | 249 | 99\% | 0.1091 | 0 | 0 | 0\% | 0.00 | (0.29) |
|  | February 2013 | 208 | 219 | 95\% | 0.2184 | 0 | 0 | 0\% | 0.00 | (0.17) |
|  | January 2013 December 2013 | 190 | 194 | 98\% | 0.1421 | 0 | 0 | 0\% | 0.00 | (0.26) |
| OP-3D Installation Commitments Met Unbundled Loop Conditioned Benchmark 0.9 |  | 7 | 7 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | November 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 3.00 |
|  | October 2013 | 4 | 9 | 44\% | 0.4969 | 0 | 0 | 0\% | 0.00 | 1.52 |
|  | September 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2013 | 3 | 5 | 60\% | 0.4899 | 0 | 0 | 0\% | 0.00 | 1.00 |
|  | July 2013 | 10 | 10 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | 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 <br> December 2013 | 2 | 11 | 18\% | 0.3857 | 0 | 0 | 0\% | 0.00 | 2.39 |
| OP-3E Installation Commitments Met Dark Fiber - IOF Diagnostic |  | 1 | 2 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 <br> December 2013 <br> November 2013 <br> October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-3E Installation Commitments Met DS0Parity |  | 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 |


|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 2 | 2 | 100\% | 0 | 0 | 1 | 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 |
| OP-3E Installation Commitments Met E911 | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | November 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 7 | 7 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 18 | 18 | 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 | 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 |
| OP-3E Installation Commitments Met | December 2013 | 12 | 13 | 92\% | 0.2665 | 0 | 0 | 0\% | 0.00 | (0.08) |
| Enhanced Extended Loops - DS1 Capable | November 2013 | 13 | 14 | 93\% | 0.2575 | 0 | 0 | 0\% | 0.00 | (0.10) |
| Benchmark 0.9 | October 2013 | 25 | 26 | 96\% | 0.1923 | 0 | 0 | 0\% | 0.00 | (0.21) |
|  | September 2013 | 25 | 25 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2013 | 23 | 24 | 96\% | 0.1998 | 0 | 0 | 0\% | 0.00 | (0.19) |
|  | 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 | 33 | 33 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| OP-3E Installation Commitments Met | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS3 Capable | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Benchmark 0.9 | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | 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 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| OP-3E Installation Commitments Met ISDN | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Primary Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 3 | 3 | 100\% | 0 | 25 | 26 | 96\% | -0.33 | (1.20) |



|  | September 2013 | 10 | 12 | 83\% | 0.3727 | 2 | 2 | 100\% | 0.00 | (1.36) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 11 | 11 | 100\% | 0 | 13 | 15 | 87\% | -0.99 | (1.60) |
|  | July 2013 | 11 | 11 | 100\% | 0 | 9 | 11 | 82\% | -1.11 | (1.67) |
|  | June 2013 | 19 | 19 | 100\% | 0 | 13 | 14 | 93\% | -0.79 | (1.48) |
|  | May 2013 | 13 | 13 | 100\% | 0 | 13 | 20 | 65\% | -2.06 | (2.25) |
|  | April 2013 | 32 | 34 | 94\% | 0.2353 | 6 | 10 | 60\% | -1.94 | (2.18) |
|  | March 2013 | 9 | 9 | 100\% | 0 | 1 | 5 | 20\% | -3.59 | (3.18) |
|  | February 2013 | 22 | 23 | 96\% | 0.2039 | 5 | 14 | 36\% | -3.69 | (3.24) |
|  | January 2013 | 13 | 14 | 93\% | 0.2575 | 14 | 31 | 45\% | -2.98 | (2.81) |
| OP-3E Installation Commitments Met | December 2013 | 6 | 6 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| Unbundled Loop Analog Benchmark 0.9 | November 2013 | 31 | 31 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2013 | 28 | 28 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | September 2013 | 14 | 14 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2013 | 5 | 7 | 71\% | 0.4518 | 0 | 0 | 0\% | 0.00 | 0.62 |
|  | July 2013 | 15 | 15 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | June 2013 | 207 | 209 | 99\% | 0.0974 | 0 | 0 | 0\% | 0.00 | (0.30) |
|  | May 2013 | 38 | 39 | 97\% | 0.1581 | 0 | 0 | 0\% | 0.00 | (0.25) |
|  | April 2013 | 29 | 30 | 97\% | 0.1795 | 0 | 0 | 0\% | 0.00 | (0.22) |
|  | 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) |
| OP-3E Installation Commitments Met | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Unbundled Loop Conditioned Benchmark | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| 0.9 | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | January 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
| OP-4A Installation Interval Business Parity | December 2013 | 6 | 2 | 3 | 1.41 | 1835 | 415 | 4 | -0.37 | (1.23) |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 4 | 2 | 2 | 0 | 2468 | 590 | 4 | -0.61 | (1.37) |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 2 | 1 | 2 | 0 | 2646 | 548 | 5 | -0.39 | (1.24) |
|  | July 2013 | 2 | 2 | 1 | 0 | 2361 | 512 | 5 | -0.64 | (1.39) |
|  | June 2013 | 5 | 2 | 3 | 0.71 | 2217 | 494 | 4 | -0.37 | (1.23) |
|  | May 2013 | 4 | 2 | 2 | 0 | 2045 | 522 | 4 | -0.51 | (1.31) |
|  | April 2013 | 3 | 1 | 3 | 0 | 2020 | 506 | 4 | -0.20 | (1.12) |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 2 | 1 | 2 | 0 | 1751 | 423 | 4 | -0.42 | (1.26) |
|  | January 2013 | 3 | 2 | 2 | 0.71 | 1826 | 512 | 4 | -0.73 | (1.44) |
| OP-4A Installation Interval Residence | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Parity | November 2013 | 3 | 1 | 3 | 0 | 5357 | 1675 | 3 | -0.06 | (1.04) |
|  | October 2013 | 10 | 3 | 3 | 0.58 | 7754 | 1991 | 4 | -0.25 | (1.15) |
|  | September 2013 | 10 | 4 | 3 | 0.58 | 7372 | 2001 | 4 | -0.78 | (1.48) |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 3 | 1 | 3 | 0 | 7232 | 2270 | 3 | -0.07 | (1.04) |
|  | June 2013 | 3 | 1 | 3 | 0 | 6539 | 2016 | 3 | -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 <br> February 2013 | 9 | 3 | 3 | 0 | 7002 | 2161 | 3 | -0.12 | (1.07) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 December 2013 | 40 | 13 | 3 | 2.18 | 6732 | 2060 | 3 | -0.25 | (1.15) |
| OP-4B Installation Interval Business Parity |  | 4 | 2 | 2 | 0 | 260 | 45 | 6 | -0.56 | (1.34) |
|  | November 2013 October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 5 | 2 | 3 | 0.71 | 267 | 75 | 4 | -0.35 | (1.21) |
|  | August 2013 <br> July 2013 | 5 | 2 | 3 | 0.71 | 380 | 76 | 5 | -0.48 | (1.29) |
|  |  | 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 |
|  |  | 1 | 1 | 1 | 0 | 281 | 87 | 3 | -0.73 | (1.44) |
|  | 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 | 3 | 1 | 3 | 0 | 195 | 62 | 3 | -0.05 | (1.03) |
|  | January 2013 December 2013 | 4 | 2 | 2 | 0 | 254 | 67 | 4 | -0.52 | (1.31) |
| OP-4B Installation Interval ResidenceParity |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Parity |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 <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 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 December 2013 | 2 | 1 | 2 | 0 | 802 | 281 | 3 | -0.39 | (1.24) |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4C Installation Interval Business Parity | November 2013 <br> October 2013 | 1 | 1 | 1 | 0 | 123 | 85 | 1 | -0.42 | (1.25) |
|  |  | 8 | 8 | 1 | 0 | 147 | 106 | 1 | -0.89 | (1.54) |
|  | September 2013 | 10 | 10 | 1 | 0 | 97 | 72 | 1 | -0.96 | (1.58) |
|  | August 2013July 2013 | 6 | 6 | 1 | 0 | 158 | 104 | 2 | -1.07 | (1.65) |
|  |  | 1 | 1 | 1 | 0 | 246 | 134 | 2 | -0.72 | (1.44) |
|  | June 2013 | 2 | 2 | 1 | 0 | 119 | 86 | 1 | -0.49 | (1.30) |
|  | May 2013 | 1 | 1 | 1 | 0 | 140 | 105 | 1 | -0.33 | (1.20) |
|  |  | 8 | 9 | 1 | 0.33 | 715 | 373 | 2 | -4.09 | (3.49) |
|  | April 2013 <br> March 2013 | 1 | 2 | 1 | 0.71 | 204 | 134 | 2 | -1.44 | (1.88) |
|  | February 2013 | 2 | 2 | 1 | 0 | 125 | 97 | 1 | -0.37 | (1.23) |
|  | January 2013 | 1 | 1 | 1 | 0 | 188 | 105 | 2 | -0.47 | (1.28) |
| OP-4C Installation Interval PBX Parity | December 2013November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013July 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 1 | 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 | 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 2013 <br> November 2013 <br> October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 3 | 1 | 3 | 0 | 25 | 5 | 5 | -1.49 | (1.91) |


|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 11 | 4 | 3 | 0.5 | 20 | 4 | 5 | -1.13 | (1.68) |
|  | 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 | 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) |
| OP-4D Installation Interval Dark Fiber - IOF | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Diagnostic | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 |
| OP-4D Installation Interval DS0 Parity | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 30 | 6 | 5 | 0 | 16 | 2 | 8 | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 25 | 5 | 5 | 0 | 43 | 10 | 4 | 0.96 | (0.48) |
|  | 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 |
| OP-4D Installation Interval E911 Parity | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 316 | 25 | 13 | 0.95 | 60 | 5 | 12 | 0.00 | 0.00 |
|  | October 2013 | 12 | 1 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 24 | 2 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 12 | 1 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 |
| OP-4D Installation Interval Enhanced | December 2013 | 42 | 9 | 5 | 0.71 | 0 | 0 | 0 | 0.00 | (0.67) |
| Extended Loops - DS1 Capable Benchmark | November 2013 | 20 | 4 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
| 6 | October 2013 | 50 | 12 | 4 | 0.72 | 0 | 0 | 0 | 0.00 | (0.92) |
|  | September 2013 | 55 | 11 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | August 2013 | 15 | 3 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | July 2013 | 10 | 2 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | June 2013 | 15 | 3 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | May 2013 | 7 | 2 | 4 | 2.12 | 0 | 0 | 0 | 0.00 | (1.25) |
|  | April 2013 | 31 | 7 | 4 | 1.51 | 0 | 0 | 0 | 0.00 | (0.79) |


|  | 21 | 4 | $\begin{aligned} & 5 \\ & 5 \\ & 5 \end{aligned}$ | $\begin{array}{r\|} \hline 1.26 \\ 0 \end{array}$ | $\begin{aligned} & 0 \\ & \hline 0 \\ & \hline 0 \end{aligned}$ | $\begin{aligned} & 0 \\ & \hline 0 \\ & \hline \end{aligned}$ | 0 | 0.00 | (0.38) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| February 2013 | 40 | 8 |  |  |  |  | 0 | $\begin{aligned} & 0.00 \\ & 0.00 \end{aligned}$ | $\begin{aligned} & (0.50) \\ & (0.50) \end{aligned}$ |
| January 2013 | 15 | 3 |  | 0 | 0 | 0 |  |  |  |
| OP-4D Installation Interval PBX 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 |
|  | 5 | 1 | 5 | 0 | 5 | 1 | 5 | 0.00 | 0.00 |
|  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 5 | 1 | 5 | 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-4D Installation Interval UDIT Above DS1 Level 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 |
|  | 3 | 1 | 3 | 0 | 11 | 1 | 11 | 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 |
| $\qquad$ | 386 | 153 | 3 | 0.78 | 0 | 0 | 0 | 0.00 | (1.74) |
| 2 Wire Non-Loaded Benchmark 6 | 623 | 217 | 3 | 0.53 | 0 | 0 | 0 | 0.00 | (1.56) |
| October 2013 | 941 | 293 | 3 | 1.31 | 0 | 0 | 0 | 0.00 | (1.39) |
| September 2013 | 603 | 213 | 3 | 0.52 | 0 | 0 | 0 | 0.00 | (1.58) |
| August 2013 | 466 | 165 | 3 | 0.63 | 0 | 0 | 0 | 0.00 | (1.59) |
| July 2013 | 596 | 199 | 3 | 1.08 | 0 | 0 | 0 | 0.00 | (1.50) |
| 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) |
| OP-4D Installation Interval Unbundled Loop - December 2013 | 79 | 29 | 3 | 0.59 | 0 | 0 | 0 | 0.00 | (1.64) |
| ADSL Qualified Benchmark 6 | 123 | 45 | 3 | 0.5 | 0 | 0 | 0 | 0.00 | (1.63) |
| October 2013 | 198 | 76 | 3 | 0.73 | 0 | 0 | 0 | 0.00 | (1.70) |
| September 2013 | 210 | 73 | 3 | 0.47 | 0 | 0 | 0 | 0.00 | (1.56) |
| August 2013 | 222 | 78 | 3 | 0.51 | 0 | 0 | 0 | 0.00 | (1.58) |
| 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) |
| May 2013 | 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 | 230 | 81 | 3 | 0.49 | 0 | 0 | 0 | 0.00 | (1.58) |
| February 2013 | 189 | 55 | 3 | 2.89 | 0 | 0 | 0 | 0.00 | (1.28) |
| January 2013 | 122 | 39 | 3 | 1.66 | 0 | 0 | 0 | 0.00 | (1.44) |
| OP-4D Installation Interval Unbundled Loop - December 2013 | 333 | 83 | 4 | 1.53 | 0 | 0 | 0 | 0.00 | (0.81) |
| DS1 Capable Benchmark 5.5 | 388 | 86 | 5 | 1.01 | 0 | 0 | 0 | 0.00 | (0.54) |
|  | 470 | 95 | 5 | 2.86 | 0 | 0 | 0 | 0.00 | (0.30) |


|  | September 2013 | 468 | 85 | 6 | 5.28 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 497 | 103 | 5 | 1.12 | 0 | 0 | 0 | 0.00 | (0.37) |
|  | July 2013 | 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) |
|  | 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) |
| OP-4D Installation Interval Unbundled Loop | December 2013 | 673 | 155 | 4 | 1.52 | 0 | 0 | 0 | 0.00 | (0.83) |
| Analog Benchmark 6 | November 2013 | 870 | 190 | 5 | 1.31 | 0 | 0 | 0 | 0.00 | (0.71) |
|  | October 2013 | 884 | 212 | 4 | 2.91 | 0 | 0 | 0 | 0.00 | (0.92) |
|  | September 2013 | 1124 | 237 | 5 | 1.54 | 0 | 0 | 0 | 0.00 | (0.63) |
|  | August 2013 | 644 | 136 | 5 | 3.95 | 0 | 0 | 0 | 0.00 | (0.63) |
|  | 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 | 900 | 177 | 5 | 2.74 | 0 | 0 | 0 | 0.00 | (0.46) |
|  | January 2013 | 764 | 167 | 5 | 0.94 | 0 | 0 | 0 | 0.00 | (0.71) |
| OP-4D Installation Interval Unbundled Loop | December 2013 | 104 | 7 | 15 | 0.38 | 0 | 0 | 0 | 0.00 | (0.03) |
| Conditioned Benchmark 15 | November 2013 | 300 | 9 | 33 | 16.79 | 0 | 0 | 0 | 0.00 | 3.67 |
|  | October 2013 | 270 | 9 | 30 | 26.11 | 0 | 0 | 0 | 0.00 | 3.00 |
|  | September 2013 | 30 | 2 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 68 | 5 | 14 | 3.51 | 0 | 0 | 0 | 0.00 | (0.28) |
|  | 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) |
| OP-4E Installation Interval Dark Fiber - IOF | December 2013 | 36 | 2 | 18 | 4.24 | 0 | 0 | 0 | 0.00 | 0.00 |
| Diagnostic | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 |
| OP-4E Installation Interval E911 Parity | December 2013 | 144 | 12 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 604 | 49 | 12 | 0.75 | 72 | 6 | 12 | 0.00 | 0.00 |
|  | October 2013 | 12 | 1 | 12 | 0 | 96 | 8 | 12 | 0.00 | 0.00 |
|  | September 2013 | 24 | 2 | 12 | 0 | 264 | 22 | 12 | 0.00 | 0.00 |
|  | August 2013 | 12 | 1 | 12 | 0 | 72 | 6 | 12 | 0.00 | 0.00 |
|  | 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 <br> February 2013 | 50 | 4 | 13 | 0.58 | 48 | 4 | 12 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 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 |
| OP-4E Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6 | December 2013 | 44 | 10 | 4 | 1.58 | 0 | 0 | 0 | 0.00 | (0.80) |
|  | November 2013 | 67 | 12 | 6 | 3.99 | 0 | 0 | 0 | 0.00 | (0.21) |
|  | October 2013 | 114 | 24 | 5 | 1.62 | 0 | 0 | 0 | 0.00 | (0.63) |
|  | September 2013 | 108 | 24 | 5 | 1.14 | 0 | 0 | 0 | 0.00 | (0.75) |
|  | August 2013 | 111 | 23 | 5 | 2.33 | 0 | 0 | 0 | 0.00 | (0.59) |
|  | July 2013 | 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 <br> December 2013 | 80 | 18 | 4 | 0.86 | 0 | 0 | 0 | 0.00 | (0.78) |
| OP-4E Installation Interval Enhanced Extended Loops - DS3 Capable Diagnostic |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 December 2013 | 4 | 1 | 4 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4E Installation Interval ISDN PrimaryParity |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 | 32 | 3 | 11 | 4.16 | 285 | 24 | 12 | -0.28 | (1.17) |
|  | 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 |
| OP-4E Installation Interval PBX Parity | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 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 |
|  |  | 11 | 2 | 6 | 0.71 | 20 | 3 | 7 | -0.42 | (1.25) |
|  | June 2013 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 |
|  | March 2013 <br> February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | OP-4E Installation Interval Unbundled Loop - December 2013 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  |  | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| 2 Wire Non-Loaded Benchmark 6 | November 2013 <br> October 2013 | 24 | 8 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  |  | 27 | 9 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 24 | 8 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 24 | 8 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  |  | 9 | 7 | 1 | 0.76 | 0 | 0 | 0 | 0.00 | (2.36) |
|  |  | 18 | 6 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  |  | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  |  | 18 | 6 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 23 | 12 | 2 | 1.44 | 0 | 0 | 0 | 0.00 | (2.04) |
| OP-4E Installation Interval Unbundled Loop ADSL Qualified Benchmark 6 | - December 2013 | 5 | 2 | 3 | 0.71 | 0 | 0 | 0 | 0.00 | (1.75) |
|  | November 2013 <br> October 2013 | 16 | 6 | 3 | 0.52 | 0 | 0 | 0 | 0.00 | (1.67) |
|  |  | 12 | 4 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  | September 2013 August 2013 | 6 | 2 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  |  | 6 | 3 | 2 | 0 | 0 | 0 | 0 | 0.00 | (2.00) |
|  | July 2013June 2013 | 25 | 9 | 3 | 0.44 | 0 | 0 | 0 | 0.00 | (1.61) |
|  |  | 8 | 3 | 3 | 0.58 | 0 | 0 | 0 | 0.00 | (1.67) |
|  | May 2013 | 18 | 6 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  | April 2013 <br> March 2013 | 8 | 3 | 3 | 0.58 | 0 | 0 | 0 | 0.00 | (1.67) |
|  |  | 12 | 4 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  | February 2013 | 18 | 6 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
|  | January 2013 | 9 | 3 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| OP-4E Installation Interval Unbundled Loop DS1 Capable Benchmark 5.5 | December 2013 | 35 | 7 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
|  | November 2013 | 25 | 5 | 5 | 0.71 | 0 | 0 | 0 | 0.00 | (0.27) |
|  | October 2013 <br> September 2013 | 20 | 4 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
|  |  | 84 | 12 | 7 | 5.15 | 0 | 0 | 0 | 0.00 | 0.82 |
|  | September 2013 <br> August 2013 | 45 | 9 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
|  | July 2013June 2013 | 52 | 11 | 5 | 0.65 | 0 | 0 | 0 | 0.00 | (0.42) |
|  |  | 92 | 19 | 5 | 0.5 | 0 | 0 | 0 | 0.00 | (0.36) |
|  | June 2013 <br> May 2013 | 64 | 13 | 5 | 0.28 | 0 | 0 | 0 | 0.00 | (0.31) |
|  | April 2013 <br> March 2013 | 172 | 27 | 6 | 6.59 | 0 | 0 | 0 | 0.00 | 0.47 |
|  |  | 45 | 9 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
|  | March 2013 <br> February 2013 | 72 | 15 | 5 | 1.26 | 0 | 0 | 0 | 0.00 | (0.38) |
|  | January 2013 <br> December 2013 | 44 | 8 | 6 | 2.27 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 20 | 4 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | November 2013October 2013 | 155 | 31 | 5 | 0.86 | 0 | 0 | 0 | 0.00 | (0.50) |
| Analog Benchmark 6 |  | 113 | 23 | 5 | 0.42 | 0 | 0 | 0 | 0.00 | (0.54) |
|  | September 2013 <br> August 2013 | 67 | 14 | 5 | 0.8 | 0 | 0 | 0 | 0.00 | (0.61) |
|  |  | 33 | 7 | 5 | 1.38 | 0 | 0 | 0 | 0.00 | (0.64) |
|  | July 2013 | 44 | 13 | 3 | 1.71 | 0 | 0 | 0 | 0.00 | (1.31) |
|  | June 2013May 2013 | 164 | 33 | 5 | 0.95 | 0 | 0 | 0 | 0.00 | (0.52) |
|  |  | 122 | 28 | 4 | 1.1 | 0 | 0 | 0 | 0.00 | (0.82) |
|  | May 2013 <br> April 2013 | 75 | 15 | 5 | 0.76 | 0 | 0 | 0 | 0.00 | (0.50) |
|  | March 2013 <br> February 2013 | 107 | 19 | 6 | 0.76 | 0 | 0 | 0 | 0.00 | (0.18) |
|  |  | 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) |
| OP-4E Installation Interval Unbundled Loop Conditioned Benchmark 15 | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 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 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 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 30 | 2 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 30 | 2 | 15 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Basic Rate ISDN Parity |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013October 2013September 2013August 2013July 2013June 2013May 2013April 2013March 2013February 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reported to Repair Basic Rate ISDN Parity |  | 1 | 1 | 1 | 0 | 7 | 7 | 1 | 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 | 1 | 0 | 7 | 8 | 1 | -0.66 | (1.40) |
|  |  | 1 | 1 | 1 | 0 | 7 | 7 | 1 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1 | 1 | 1 | 0 | 8 | 8 | 1 | 0.00 | 0.00 |
|  |  | 2 | 2 | 1 | 0 | 6 | 6 | 1 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 1 | 1 | 1 | 0 | 7 | 8 | 1 | -0.36 | (1.22) |
| OP-5A New Service Installation Quality Reported to Repair Business Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 4 | 4 | 100\% | 0 | 854 | 906 | 94\% | -0.49 | (1.30) |
|  | October 2013 | 11 | 11 | 100\% | 0 | 1020 | 1096 | 93\% | -0.90 | (1.55) |
|  | September 2013 | 15 | 15 | 100\% | 0 | 886 | 948 | 93\% | -1.02 | (1.62) |
|  | August 2013 | 12 | 13 | 92\% | 0.2665 | 998 | 1045 | 96\% | 0.55 | (0.93) |
|  | July 2013 | 24 | 24 | 100\% | 0 | 1045 | 1107 | 94\% | -1.18 | (1.72) |
|  | June 2013 | 5 | 6 | 83\% | 0.3727 | 950 | 1004 | 95\% | 1.22 | (0.66) |
|  | May 2013 | 16 | 16 | 100\% | 0 | 1053 | 1102 | 96\% | -0.86 | (1.52) |
|  | April 2013 | 13 | 13 | 100\% | 0 | 1383 | 1442 | 96\% | -0.74 | (1.45) |
|  | March 2013 | 10 | 10 | 100\% | 0 | 1023 | 1081 | 95\% | -0.75 | (1.46) |
|  | February 2013 | 12 | 12 | 100\% | 0 | 790 | 856 | 92\% | -0.99 | (1.60) |
|  | January 2013 | 27 | 28 | 96\% | 0.1856 | 953 | 1010 | 94\% | -0.47 | (1.28) |
| OP-5A New Service Installation Quality Reported to Repair Dark Fiber - IOF Diagnostic | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 <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 |
|  | 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 |
|  |  | 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 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair DSO Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Reported to Repair DSO Parity | October 2013 <br> September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 6 | 6 | 100\% | 0 | 8 | 10 | 80\% | -0.97 | (1.59) |
|  | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5 | 5 | 100\% | 0 | 21 | 21 | 100\% | 0.00 | 0.00 |
|  | June 2013 May 2013 | 2 | 2 | 100\% | 0 | 8 | 9 | 89\% | -0.45 | (1.27) |
|  | 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 |
|  | March 2013 <br> 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 |
| OP-5A New Service Installation QualityReported to Repair E911 Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013October 2013 | 92 | 92 | 100\% | 0 | 11 | 11 | 100\% | 0.00 | 0.00 |
|  |  | 2 | 2 | 100\% | 0 | 9 | 9 | 100\% | 0.00 | 0.00 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 4 | 4 | 100\% | 0 | 24 | 24 | 100\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 34 | 34 | 100\% | 0 | 7 | 7 | 100\% | 0.00 | 0.00 |
|  |  | 7 | 7 | 100\% | 0 | 10 | 10 | 100\% | 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 |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS1 Capable Parity | January 2013 <br> December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 23 | 24 | 96\% | 0.1998 | 15 | 15 | 100\% | 0.00 | (1.18) |
|  | October 2013 | 32 | 38 | 84\% | 0.3646 | 16 | 16 | 100\% | 0.00 | (0.24) |
|  | September 2013 | 34 | 36 | 94\% | 0.2291 | 17 | 18 | 94\% | 0.00 | (1.00) |
|  | August 2013 | 22 | 27 | 81\% | 0.3884 | 24 | 24 | 100\% | 0.00 | 0.11 |
|  | July 2013 | 36 | 36 | 100\% | 0 | 16 | 16 | 100\% | 0.00 | 0.00 |
|  | June 2013 | 31 | 33 | 94\% | 0.2386 | 29 | 31 | 94\% | -0.06 | (1.04) |
|  | May 2013 | 23 | 27 | 85\% | 0.3552 | 18 | 21 | 86\% | 0.05 | (1.22) |
|  | April 2013 | 49 | 51 | 96\% | 0.1941 | 14 | 14 | 100\% | 0.00 | (1.17) |
|  | March 2013 | 47 | 48 | 98\% | 0.1428 | 17 | 18 | 94\% | -0.55 | (1.33) |
|  | February 2013 | 34 | 37 | 92\% | 0.273 | 21 | 22 | 95\% | 0.64 | (1.03) |
|  | January 2013 | 42 | 45 | 93\% | 0.2494 | 34 | 35 | 97\% | 1.01 | (0.86) |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS3 Capable Diagnostic | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 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 |
|  |  | 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 |
| OP-5A New Service Installation Quality Reported to Repair ISDN Primary Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Reported to Repair ISDN Primary Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 <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 |
|  | 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 |
|  |  | 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 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Line Splitting Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 1 | 1 | 100\% | 0 | 6577 | 252 | 91\% | -0.32 | (1.19) |
|  | 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 | 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 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 8 | 8 | 100\% | 0 | 27 | 27 | 100\% | 0.00 | 0.00 |
| Reported to Repair LIS Trunk Parity |  | 12 | 12 | 100\% | 0 | 9 | 9 | 100\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 17 | 18 | 94\% | 0.2291 | 16 | 16 | 100\% | 0.00 | (1.04) |
|  | August 2013July 2013 | 5 | 5 | 100\% | 0 | 10 | 10 | 100\% | 0.00 | 0.00 |
|  |  | 11 | 11 | 100\% | 0 | 14 | 14 | 100\% | 0.00 | 0.00 |
|  | June 2013 | 6 | 6 | 100\% | 0 | 22 | 22 | 100\% | 0.00 | 0.00 |
|  | May 2013 | 12 | 12 | 100\% | 0 | 6 | 6 | 100\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 8 | 8 | 100\% | 0 | 7 | 7 | 100\% | 0.00 | 0.00 |
|  |  | 19 | 19 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | February 2013 | 6 | 6 | 100\% | 0 | 16 | 16 | 100\% | 0.00 | 0.00 |
|  | January 2013 | 18 | 18 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair PBX Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 4 | 4 | 100\% | 0.00 | 0.00 |
|  | August 2013 July 2013 | 1 | 1 | 100\% | 0 | 2 | 2 | 100\% | 0.00 | 0.00 |
|  | June 2013 | 3 | 3 | 100\% | 0 | 3 | 3 | 100\% | 0.00 | 0.00 |
|  | May 2013 | 1 | 1 | 100\% | 0 | 2 | 2 | 100\% | 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 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 October 2013 | 2 | 2 | 100\% | 0 | 4358 | 4830 | 90\% | -0.47 | (1.28) |
| Reported to Repair Residence Parity |  | 3 | 3 | 100\% | 0 | 5145 | 5709 | 90\% | -0.57 | (1.35) |
|  | October 2013 <br> September 2013 | 5 | 5 | 100\% | 0 | 4979 | 5560 | 90\% | -0.76 | (1.46) |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013June 2013 | 3 | 3 | 100\% | 0 | 5561 | 6172 | 90\% | -0.57 | (1.35) |
|  |  | 3 | 4 | 75\% | 0.433 | 5192 | 5765 | 90\% | 1.01 | (0.75) |
|  | June 2013 May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 1 | 1 | 100\% | 0 | 5736 | 6292 | 91\% | -0.31 | (1.19) |
|  |  | 3 | 3 | 100\% | 0 | 5401 | 5955 | 91\% | -0.55 | (1.34) |
|  | March 2013 <br> 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) |
| OP-5A New Service Installation Quality Reported to Repair UDIT Above DS1 Level Parity | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Parity | September 2013 <br> August 2013 | 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 |
|  |  | 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 | 1 | 1 | 100\% | 0 | 0 | 1 | 0\% | 0.00 | 0.00 |
|  | March 2013February 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 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality | December 2013November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Reported to Repair Unbundled Loop - 2 Wire |  | 352 | 354 | 99\% | 0.075 | 5 | 5 | 100\% | 0.00 | (2.16) |
| Non-Loaded Parity | November 2013 <br> October 2013 | 419 | 432 | 97\% | 0.1708 | 7 | 7 | 100\% | 0.00 | (1.53) |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 359 | 361 | 99\% | 0.0742 | 10 | 10 | 100\% | 0.00 | (1.98) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 365 | 368 | 99\% | 0.0899 | 14 | 14 | 100\% | 0.00 | (1.76) |
|  |  | 360 | 363 | 99\% | 0.0905 | 7 | 8 | 88\% | -0.99 | (1.60) |
|  |  | 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) |
| OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - ADSL Qualified Parity | December 2013November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 58 | 62 | 94\% | 0.2457 | 5 | 5 | 100\% | 0.00 | (1.37) |
|  | November 2013 <br> October 2013 <br> September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 88 | 90 | 98\% | 0.1474 | 7 | 7 | 100\% | 0.00 | (1.66) |
|  |  | 80 | 83 | 96\% | 0.1866 | 10 | 10 | 100\% | 0.00 | (1.33) |
|  |  | 89 | 92 | 97\% | 0.1776 | 14 | 14 | 100\% | 0.00 | (1.24) |
|  |  | 64 | 65 | 98\% | 0.1231 | 7 | 8 | 88\% | -0.88 | (1.54) |
|  |  | 102 | 112 | 91\% | 0.2852 | 7 | 7 | 100\% | 0.00 | (1.05) |
|  |  | 103 | 106 | 97\% | 0.1658 | 7 | 7 | 100\% | 0.00 | (1.57) |
|  |  | 73 | 75 | 97\% | 0.1611 | 8 | 8 | 100\% | 0.00 | (1.55) |
|  |  | 94 | 95 | 99\% | 0.1021 | 6 | 6 | 100\% | 0.00 | (1.95) |
|  |  | 76 | 81 | 94\% | 0.2407 | 4 | 4 | 100\% | 0.00 | (1.47) |
|  |  | 59 | 62 | 95\% | 0.2146 | 7 | 8 | 88\% | -0.62 | (1.37) |
| OP-5A New Service Installation Quality Reported to Repair Unbundled Loop - DS1 Capable Parity | December 2013 November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 91 | 94 | 97\% | 0.1758 | 17 | 17 | 100\% | 0.00 | (1.16) |
|  | November 2013 <br> October 2013 | 95 | 103 | 92\% | 0.2677 | 15 | 15 | 100\% | 0.00 | (0.72) |
|  | September 2013 | 96 | 101 | 95\% | 0.2169 | 16 | 16 | 100\% | 0.00 | (0.96) |
|  | August 2013 <br> July 2013 | 121 | 123 | 98\% | 0.1265 | 22 | 22 | 100\% | 0.00 | (1.35) |
|  |  | 133 | 139 | 96\% | 0.2032 | 15 | 15 | 100\% | 0.00 | (1.05) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 97 | 103 | 94\% | 0.2342 | 31 | 33 | 94\% | -0.05 | (1.03) |
|  |  | 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) |
|  | January 2013 December 2013 | 122 | 123 | 99\% | 0.0898 | 39 | 40 | 98\% | -0.59 | (1.36) |
| OP-5A New Service Installation Quality Reported to Repair Unbundled Loop Analog Parity |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 274 | 283 | 97\% | 0.1755 | 3115 | 3367 | 93\% | -2.64 | (2.61) |
|  | October 2013 | 318 | 321 | 99\% | 0.0962 | 3644 | 3951 | 92\% | -4.40 | (3.67) |
|  | September 2013 <br> August 2013 | 262 | 274 | 96\% | 0.2046 | 3553 | 3852 | 92\% | -2.02 | (2.23) |
|  |  | 155 | 159 | 97\% | 0.1566 | 4003 | 4308 | 93\% | -2.20 | (2.34) |
|  | July 2013 | 225 | 230 | 98\% | 0.1458 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 613 | 620 | 99\% | 0.1057 | 3759 | 4053 | 93\% | -5.48 | (4.33) |
|  | May 2013 | 441 | 454 | 97\% | 0.1668 | 3900 | 4146 | 94\% | -2.63 | (2.60) |
|  | April 2013 | 304 | 310 | 98\% | 0.1378 | 3974 | 4222 | 94\% | -2.85 | (2.73) |
|  | March 2013February 2013 | 264 | 275 | 96\% | 0.196 | 3786 | 4068 | 93\% | -1.85 | (2.13) |
|  |  | 254 | 262 | 97\% | 0.1721 | 3544 | 3821 | 93\% | -2.53 | (2.54) |
|  |  | 214 | 224 | 96\% | 0.2065 | 3488 | 3756 | 93\% | -1.51 | (1.92) |
| OP-5B New Service Provisioning Quality Basic Rate ISDN Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013June 2013 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 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 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Business Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 4 | 4 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2013 | 11 | 11 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | September 2013 | 15 | 15 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2013 | 13 | 13 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | July 2013 | 24 | 24 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | 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 <br> December 2013 | 28 | 28 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality DSO Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 6 | 6 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | May 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | 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 <br> December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality Enhanced Extended Loops - DS1 Capable Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 24 | 24 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2013 | 38 | 38 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | September 2013 | 36 | 36 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2013 | 27 | 27 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | July 2013 | 35 | 36 | 97\% | 0.1643 | 0 | 0 | 0\% | 0.00 | (0.02) |
|  | June 2013 | 33 | 33 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | May 2013 | 27 | 27 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | April 2013 | 51 | 51 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | March 2013 | 48 | 48 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | February 2013 | 37 | 37 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | January 2013 December 2013 | 45 | 45 | 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 |
|  | November 2013 October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013June 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 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 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 2013 January 2013 | 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 ISDN Primary Benchmark 0.965 | December 2013 November 2013 October 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 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> 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 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 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 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality Line Splitting Benchmark 0.965 | January 2013 <br> December 2013 <br> November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 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 |
|  |  | 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 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality PBX Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | July 2013June 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | June 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | 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 |
|  | March 2013 <br> 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 |
| OP-5B New Service Provisioning Quality Residence Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2013 <br> September 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | July 2013 <br> June 2013 | 4 | 4 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | March 2013 <br> February 2013 | 121 | 121 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | January 2013 | 136 | 136 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.965 | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 354 | 354 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2013 <br> September 2013 | 432 | 432 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 361 | 361 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2013 | 368 | 368 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | July 2013 | 363 | 363 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | June 2013 | 290 | 290 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | May 2013 | 410 | 410 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | April 2013 | 406 | 406 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |


|  | March 2013 <br> February 2013 <br> January 2013 | 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) |
| OP-5B New Service Provisioning Quality Unbundled Loop - ADSL Qualified Benchmark 0.965 | January 2013 <br> December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 62 | 62 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2013 <br> September 2013 | 90 | 90 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 83 | 83 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2013 <br> July 2013 | 92 | 92 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 65 | 65 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 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) |
|  | January 2013 <br> December 2013 | 62 | 62 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop - DS1 Capable Benchmark 0.965 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 94 | 94 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | October 2013September 2013 | 103 | 103 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 101 | 101 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2013 | 123 | 123 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | July 2013June 2013 | 139 | 139 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 103 | 103 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | May 2013 | 145 | 145 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | April 2013March 2013 | 146 | 146 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 124 | 124 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | March 2013 <br> February 2013 | 117 | 117 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | January 2013 | 123 | 123 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop Analog Benchmark 0.965 | December 2013November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 283 | 283 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
| Unbundled Loop Analog Benchmark 0.965 | October 2013 | 321 | 321 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | September 2013 | 274 | 274 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | August 2013July 2013 | 159 | 159 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 230 | 230 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | 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 <br> March 2013 | 310 | 310 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  |  | 275 | 275 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | March 2013 <br> 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 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate Business Diagnostic | October 2013 <br> September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013June 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013April 2013March 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 |
|  | January 2013 | 1 | 2 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate Enhanced Extended Loops - DS1 | November 2013 <br> October 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Capable Diagnostic |  | 2 | 8 | 25\% | 0.433 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 5 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| OP-5R New Service Quality Multiple Report | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate ISDN Primary Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| OP-5R New Service Quality Multiple Report | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate LIS Trunk Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| OP-5R New Service Quality Multiple Report | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate Residence Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 6 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate Unbundled Loop - 2 Wire Non-Loaded | November 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | October 2013 | 0 | 13 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 1 | 4 | 25\% | 0.433 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 3 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 15 | 7\% | 0.2494 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | March 2013 | 1 | 25 | 4\% | 0.196 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | February 2013 | 0 | 6 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate Unbundled Loop - DS1 Capable | November 2013 | 0 | 3 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | October 2013 | 0 | 8 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 5 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 6 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 6 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 11 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 1 | 7 | 14\% | 0.3499 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 0 | 7 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 2 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 0 | 1 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rate Unbundled Loop Analog Diagnostic | November 2013 | 0 | 9 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 3 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 1 | 13 | 8\% | 0.2665 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 4 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 5 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 0 | 7 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 13 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 0 | 6 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 1 | 12 | 8\% | 0.2764 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 0 | 8 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 11 | 9\% | 0.2875 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Basic Rate ISDN Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1 | 1 | 100\% | 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 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 2 | 2 | 100\% | 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 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Business Diagnostic | November 2013 | 4 | 4 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 11 | 11 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 15 | 15 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 12 | 13 | 92\% | 0.2665 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 24 | 24 | 100\% | 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 |
| OP-5T New Service Installation Quality | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total DSO Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 6 | 6 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 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 |
| OP-5T New Service Installation Quality | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS1 | November 2013 | 23 | 24 | 96\% | 0.1998 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Capable Diagnostic | October 2013 | 32 | 38 | 84\% | 0.3646 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 34 | 36 | 94\% | 0.2291 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 22 | 27 | 81\% | 0.3884 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 35 | 36 | 97\% | 0.1643 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 31 | 33 | 94\% | 0.2386 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| OP-5T New Service Installation Quality | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS3 | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Capable Diagnostic | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 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 |
|  | 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 |
| OP-5T New Service Installation Quality | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total ISDN Primary Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| OP-5T New Service Installation Quality | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Line Splitting Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 <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 |
| OP-5T New Service Installation Quality Total PBX Diagnostic | January 2013 December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 1 | 1 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 <br> December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality Total Residence Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 5 | 5 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 3 | 3 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 December 2013 | 130 | 136 | 96\% | 0.2054 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality Total Unbundled Loop - 2 Wire Non-Loaded Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 352 | 354 | 99\% | 0.075 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 419 | 432 | 97\% | 0.1708 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 359 | 361 | 99\% | 0.0742 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 365 | 368 | 99\% | 0.0899 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 360 | 363 | 99\% | 0.0905 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 276 | 290 | 95\% | 0.2143 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 <br> December 2013 | 335 | 337 | 99\% | 0.0768 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality Total Unbundled Loop - ADSL Qualified Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 58 | 62 | 94\% | 0.2457 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 88 | 90 | 98\% | 0.1474 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 80 | 83 | 96\% | 0.1866 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 89 | 92 | 97\% | 0.1776 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 64 | 65 | 98\% | 0.1231 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 102 | 112 | 91\% | 0.2852 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| OP-5T New Service Installation Quality Total Unbundled Loop - DS1 Capable Diagnostic | December 2013 November 2013 October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 91 | 94 | 97\% | 0.1758 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 95 | 103 | 92\% | 0.2677 | 0 | 0 | 0\% | 0.00 | 0.00 |


|  | September 2013 | 96 | 101 | 95\% | 0.2169 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 121 | 123 | 98\% | 0.1265 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 133 | 139 | 96\% | 0.2032 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 97 | 103 | 94\% | 0.2342 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| OP-5T New Service Installation Quality | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Total Unbundled Loop Analog Diagnostic | November 2013 | 274 | 283 | 97\% | 0.1755 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 318 | 321 | 99\% | 0.0962 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 262 | 274 | 96\% | 0.2046 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 155 | 159 | 97\% | 0.1566 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 225 | 230 | 98\% | 0.1458 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 613 | 620 | 99\% | 0.1057 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 441 | 454 | 97\% | 0.1668 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 304 | 310 | 98\% | 0.1378 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 264 | 275 | 96\% | 0.196 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 254 | 262 | 97\% | 0.1721 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 214 | 224 | 96\% | 0.2065 | 0 | 0 | 0\% | 0.00 | 0.00 |
| OP-6A-1 Delayed Days for Non-Facility | December 2013 | 2 | 1 | 200\% | 0 | 100 | 21 | 476\% | -0.61 | (1.37) |
| Reasons Business Parity | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 1 | 1 | 100\% | 0 | 89 | 25 | 356\% | -0.38 | (1.23) |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| OP-6A-1 Delayed Days for Non-Facility | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons Residence Parity | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 1 | 1 | 1 | 0 | 88 | 49 | 2 | -0.33 | (1.20) |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 | 1 | 1 | 1 | 0 | 90 | 53 | 2 | -0.52 | (1.31) |
|  | January 2013 | 3 | 3 | 1 | 0 | 71 | 45 | 2 | -0.62 | (1.37) |
|  | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons Residence Parity | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 |



|  | September 2013 | 6 | 2 | 3 | 1.41 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 4 | 1 | 4 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 3 | 3 | 1 | 0 | 3 | 1 | 3 | 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 | 2 | 2 | 1 | 0 | 1 | 1 | 1 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons Unbundled Loop Analog Parity | November 2013 | 2 | 2 | 1 | 0 | 135 | 57 | 2 | -0.52 | (1.32) |
|  | October 2013 | 2 | 1 | 2 | 0 | 114 | 65 | 2 | 0.11 | (0.53) |
|  | September 2013 | 23 | 18 | 1 | 0.46 | 248 | 92 | 3 | -1.31 | (1.79) |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 19 | 11 | 2 | 1.62 | 139 | 74 | 2 | -0.14 | (1.09) |
|  | 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 | (0.86) |
|  | 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 | 0.75 |
|  | January 2013 | 4 | 4 | 1 | 0 | 106 | 60 | 2 | -0.69 | (1.42) |
| OP-6A-5 Delayed Days for Non-Facility | December 2013 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons Dark Fiber - IOF Diagnostic | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 |
| OP-6A-5 Delayed Days for Non-Facility | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Reasons E911 Parity | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-5 Delayed Days for Non-Facility | December 2013 | 3 | 1 | 3 | 0 | 258 | 8 | 32 | -6.22 | (4.78) |
| Reasons Enhanced Extended Loops - DS1 | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Capable Parity | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 1 | 1 | 1 | 0 | 4 | 1 | 4 | 0.00 | 0.00 |
|  | June 2013 | 2 | 2 | 1 | 0 | 1 | 1 | 1 | 0.00 | 0.00 |
|  | 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 |



|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 | 6 | 1 | 6 | 0 | 337 | 39 | 9 | -0.21 | (1.13) |
| OP-6B-4 Delayed Days for Facility Reasons | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| LIS Trunk Parity | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 | 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 |
| OP-6B-4 Delayed Days for Facility Reasons | December 2013 | 6 | 2 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Unbundled Loop-2 Wire Non-Loaded Parity | November 2013 | 6 | 2 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 45 | 19 | 2 | 0.76 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 5 | 2 | 3 | 2.12 | 12 | 2 | 6 | 0.00 | 0.00 |
|  | July 2013 | 28 | 4 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 41 | 1 | 41 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 24 | 8 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 20 | 7 | 3 | 0.38 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 66 | 15 | 4 | 0.51 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 8 | 4 | 2 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2013 | 24 | 2 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4 Delayed Days for Facility Reasons | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Unbundled Loop - ADSL Qualified Parity | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | 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 | 12 | 3 | 4 | 1.73 | 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 | 10 | 1 | 10 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4 Delayed Days for Facility Reasons | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Unbundled Loop - DS1 Capable Parity | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 53 | 6 | 9 | 2.99 | 8 | 1 | 8 | 0.00 | 0.00 |
|  | September 2013 | 78 | 6 | 13 | 15.49 | 10 | 1 | 10 | 0.00 | 0.00 |
|  | August 2013 | 9 | 1 | 9 | 0 | 16 | 1 | 16 | 0.00 | 0.00 |
|  | July 2013 | 75 | 10 | 8 | 4.74 | 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 | 27\| | 2 | 14 | 13.44 | 0 | 0 | 0 | 0.00 | 0.00 |


|  | March 2013 <br> February 2013 <br> January 2013 <br> December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0241 | $\begin{aligned} & 0.00 \\ & 0.00 \\ & 0.00 \end{aligned}$ | $\begin{aligned} & 0.00 \\ & 0.00 \\ & 0.00 \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 29 | 5 | 6 | 4.38 | 2 | 1 |  |  |  |
|  |  | 105 | 7 | 15 | 10.1 | 41 | 1 |  |  |  |
| OP-6B-4 Delayed Days for Facility Reasons Unbundled Loop Analog Parity |  | December 2013 22 $\quad 2$\begin{tabular}{\|r|r|}
\hline
\end{tabular} |  | 4 | 1.03 | 455 | 41 |  | -1.47 | (1.89) |
|  | November 2013 <br> October 2013 | 12 | 2 | 6 | 0 | 333 | 39 | 9 | -0.29 | (1.18) |
|  |  | 89 | 9 | 10 | 4.96 | 863 | 58 | 15 | -0.79 | (1.48) |
|  | September 2013 | 14 | 6 | 2 | 0.52 | 807 | 54 | 15 | -1.52 | (1.93) |
|  | August 2013 | 44 | 1 | 44 | 0 | 603 | 54 | 11 | 2.88 | 0.18 |
|  | 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 | 2 | 1 | 2 | 0 | 747 | 50 | 15 | -0.67 | (1.41) |
|  | April 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | March 2013 | 4 | 1 | 4 | 0 | 614 | 59 | 10 | -0.42 | (1.25) |
|  | February 2013 | 68 | 9 | 8 | 4.53 | 444 | 51 | 9 | -0.32 | $\begin{gathered} (1.19) \\ 0.00 \end{gathered}$ |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |  |
| OP-6B-5 Delayed Days for Facility Reasons Enhanced Extended Loops - DS1 Capable Diagnostic | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 13 | 1 | 13 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 7 | 1 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 9 | 1 | 9 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 6 | 3 | 2 | 1 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 8 | 3 | 3 | 1.53 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 10 | 1 | 10 | 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 | $\begin{aligned} & 0.00 \\ & 0.00 \end{aligned}$ |  |
| OP-6B-5 Delayed Days for Facility Reasons Unbundled Loop-2 Wire Non-Loaded Parity | December 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  | 0.00 |
|  | November 2013October 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 |  | 0 | 0 | 0 | 0 | 0.00 | $0.00$ |
|  | October 2013 <br> September 2013 <br> August 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 |  |
|  |  | 14 | 2 | 7 | 0 | 0 | 0 | 0 | 0.00 | $\begin{aligned} & 0.00 \\ & 0.00 \end{aligned}$ |
|  | July 2013 | 10 | 2 | 5 | 0 | 0 | 0 | 0 | 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 | 0.000.00 | 0.000.00 |
|  | January 2013 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| OP-6B-5 Delayed Days for Facility Reasons Unbundled Loop - DS1 Capable Parity | December 2013 | 2 | 2 | 1 | 0 | 135 | 4 | 34 | -8.40 | (6.11) |
|  | November 2013 <br> October 2013 <br> September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 <br> December 2013 <br> November 2013 <br> October 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 26 | 2 | 13 | 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 | 0.00 | 0.00 |
|  |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.000.00 |
|  |  | 4 | 1 | 4 | 0 | 19 | 1 | 1919 | 0.00 |  |
|  |  | 6 | 1 | 6 | 0 | 38 | 2 |  | 0.00 | 0.00 |
| OP-7 OP-7 - Coordinated Hot Cut" Interval - |  | 6667 | 73 | 0 | 0.001388889 | 0 | 0 | 0 | 0.00 | 0.00 |
| Unbundled Loops" Unbundled Loop - Analog |  | 2222 | 81 |  | 0.000694444 | 0 | 0 | 0 | 0.00 | 0.000.00 |
| Diagnostic |  | 6111 | 81 | 0 | 0.000694444 | 0 | 0 | 0 | $0.00$ |  |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 0.08680556 | 37 | 0 | 0.004166667 | 0 | 0 | 0 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0.03333333 | 25 | 0 | 0.001388889 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.28194444 | 53 | 0 | 0.006944444 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 1.48263889 | 361 | 0 | 0.007638889 | 0 | 0 | 0 | 0.00 | 0.00 |
|  |  | 0.38333333 | 143 | 0 | 0.005555556 | 0 | 0 | 0 | 0.00 | 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 |
| OP-7 OP-7-Coordinated Hot Cut" Interval Unbundled Loops" Unbundled Loop Other Diagnostic | December 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2013 <br> October 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 |
|  | September 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | August 2013 <br> July 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 |
|  |  | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 <br> 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 |
|  |  | 0.00625 | 4 | 00:02 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
|  | January 2013 December 2013 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| OP-8B Number Portability Timeliness LNP Benchmark 0.95 |  | 70 | 70 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  | November 2013 | 52 | 52 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  | October 2013 <br> September 2013 | 69 | 69 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 35 | 35 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  | September 2013 <br> August 2013 | 20 | 20 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  | July 2013June 2013 | 51 | 51 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  |  | 337 | 337 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  | June 2013 <br> May 2013 | 136 | 136 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  | April 2013 <br> March 2013 | 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) |
|  | March 2013 <br> February 2013 | 55 | 55 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | (0.16) |
|  | January 2013 <br> December 2013 | 32 | 32 | 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 |  | 4098 | 4100 | 100\% | 0.0221 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | November 2013 | 5333 | 5333 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | October 2013 | 5504 | 5505 | 100\% | 0.0135 | 0 | 0 | 0\% | 0.00 | (0.16) |
| Benchmark 0.95 | September 2013 | 3828 | 3829 | 100\% | 0.0162 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | August 2013 July 2013 | 6774 | 6774 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | July 2013June 2013 | 5951 | 5951 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 5178 | 5183 | 100\% | 0.031 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | June 2013 <br> May 2013 | 4317 | 4317 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | April 2013March 2013 | 5239 | 5239 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 5993 | 5994 | 100\% | 0.0129 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | March 2013 <br> February 2013 | 4451 | 4452 | 100\% | 0.015 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | January 2013 | 6565 | 6565 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| OS-1 Speed of Answer - Operator Services Parity by Design | December 2013 | 0 | 0 | 0\% | 0 | 7.41 | 1 | 741\% | 0.00 | 0.00 |
|  | November 2013October 2013 | 0 | 0 | 0\% | 0 | 7.07 | 1 | 707\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.48 | 1 | 748\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 7.16 | 1 | 716\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 7.47 | 1 | 747\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.31 | 1 | 731\% | 0.00 | 0.00 |
|  | July 2013 <br> June 2013 | 0 | 0 | 0\% | 0 | 7.69 | 1 | 769\% | 0.00 | 0.00 |
|  | May 2013 | 0 | 0 | 0\% | 0 | 7.48 | 1 | 748\% | 0.00 | 0.00 |
|  |  | 0 | 0 | 0\% | 0 | 7.36 | 1 | 736\% | 0.00 | 0.00 |


|  | March 2013 <br> February 2013 <br> January 2013 | 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 |
| PO-15 Number of Due Date Changes per Order All Parity | December 2013 | 87 | 1039 | :12 | 0.3 | 297 | 16153 | :48 | 14.12 | 7.59 |
|  | November 2013 | 51 | 1186 | :36 | 0.22 | 303 | 16584 | :48 | 5.73 | 2.49 |
|  | October 2013 | 76 | 1398 | :00 | 0.24 | 422 | 20482 | :48 | 7.54 | 3.58 |
|  | September 2013 | 91 | 1386 | :48 | 0.27 | 373 | 19776 | :48 | 10.97 | 5.67 |
|  | August 2013 | 104 | 1300 | :12 | 0.29 | 431 | 19737 | :48 | 12.19 | 6.41 |
|  | July 2013 | 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 December 2013 | 98 | 1436 | :48 | 0.28 | 394 | 19069 | :48 | 10.76 | 5.54 |
| PO-16 Timely Release Notifications Benchmark 0.925 |  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2013 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2013 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2013 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2013 | 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 <br> December 2013 | 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 |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 174 | 177 | 98\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment (SATE) Accuracy XML Rel. 32.0 Diagnostic |  | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 347 | 352 | 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 |
|  | December 2013 November 2013 October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment (SATE) Accuracy XML Rel. 33.0 Diagnostic |  | 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 |


|  | September 2013 | 347 | 350 | 99\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| PO-19X Stand-Alone Test Environment | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| (SATE) Accuracy XML Rel. 34.0 Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 349 | 350 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 | 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 |
| PO-19X Stand-Alone Test Environment | December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
| (SATE) Accuracy XML Rel. 35.0 Diagnostic | November 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 349 | 350 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | 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 |
| PO-1A-1(b,c) Pre-Order Response Times | December 2013 | 2940.47 | 5188 | :48 | 1.14 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Appt. Scheduler) IMA Response/Accept | November 2013 | 3828.37 | 1969 | :36 | 0.8 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic |  | 3261.42 | 1536 | :48 | 1.7 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 5667.63 | 2528 | :36 | 1.31 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 5319.51 | 2057 | :36 | 1.37 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 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 | 6668.48 | 2977 | :36 | 1.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 7768.2 | 3210 | :48 | 0.98 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times | December 2013 | 22932.82 | 37570 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Address Validation) IMA Aggregate | November 2013 | 12411.9 | 15765 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| Benchmark 10 | October 2013 | 10423.51 | 12530 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 18640.49 | 20072 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 19987.57 | 16616 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 23165.33 | 20240 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 16007.5 | 6403 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | 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 <br> February 2013 | 8142.71 | 4549 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 13168.48 | 6331 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 13937.96 | 7004 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Address Validation) IMA Request Diagnostic |  | 5139.37 | 37570 | :36 | 0.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 2012.5 | 15765 | :12 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 | 1616.67 | 12530 | :12 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic | September 2013 | 2519.53 | 20072 | :12 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 2133.02 | 16616 | :12 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 2585.38 | 20240 | :12 | 0.14 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 768.36 | 6403 | :48 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | 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 |
| PO-1-IMA GUI Pre-Order Response Times (Address Validation) IMA Response Diagnostic | December 2013 | 17793.45 | 22323 | :00 | 1.93 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013October 2013 | 10399.4 | 6144 | :36 | 1.83 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8806.84 | 4893 | :00 | 3.13 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic | September 2013 <br> August 2013 | 16120.96 | 7919 | :36 | 1.67 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 17854.55 | 6443 | :48 | 1.75 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 20579.95 | 8044 | :24 | 1.6 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 15239.14 | 6403 | :12 | 1.49 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 13482.28 | 7532 | :36 | 1.63 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 14660.73 | 7757 | :36 | 1.67 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 7551.34 | 4549 | :24 | 1.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 12345.45 | 6331 | :00 | 1.64 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 13027.44 | 7004 | :24 | 1.64 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) IMA Aggregate Benchmark 10 |  | 4859.2 | 7490 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 4145.88 | 2606 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 | 3520.06 | 2147 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 6076.8 | 3450 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 5666.97 | 2847 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013June 2013 | 6839.22 | 3562 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4939.5 | 2225 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 5137.3 | 2506 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013March 2013 | 5799.2 | 2636 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5400.2 | 2077 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 7055.49 | 2977 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 8185.5 | 3210 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) IMA Request Diagnostic | December 2013 | 1918.73 | 7490 | :24 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013October 2013 | 317.51 | 2606 | :48 | 0.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 258.64 | 2147 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 409.17 | 3450 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 347.46 | 2847 | :48 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 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 |
|  | April 2013March 2013 | 342.68 | 2636 | :12 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 249.24 | 2077 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 387.01 | 2977 | :12 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 417.3 | 3210 | :12 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Connecting Facility Assignment) IMA Aggregate Benchmark 25 | December 2013 November 2013 October 2013 | 2955.12 | 3724 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 2782.7 | 1343 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 2580.1 | 1187 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 4639.29 | 2047 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3839.19 | 1594 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5318.27 | 2132 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4920 | 1200 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5887.6 | 1436 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 6083.17 | 1517 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5305.36 | 1411 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8551.79 | 2041 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 9601.79 | 2129 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Connecting Facility Assignment) IMA Request Diagnostic | December 2013 | 886.41 | 3724 | :36 | 0.07 | 0 | 0 | 00 | 0.00 | 0.00 |
|  | November 2013 <br> October 2013 | 166.69 | 1343 | :48 | 0.14 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 146.62 | 1187 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 243.02 | 2047 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 196.65 | 1594 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 265.39 | 2132 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 144 | 1200 | :48 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 172.32 | 1436 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 197.21 | 1517 | :12 | 0.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 183.43 | 1411 | :12 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 265.33 | 2041 | :12 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 276.77 | 2129 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Connecting Facility Assignment) IMA Response Diagnostic |  | 2068.71 | 1673 | :36 | 2.53 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 2616.01 | 706 | :24 | 2.71 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 2433.48 | 606 | :48 | 3.82 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4396.27 | 1150 | :48 | 3.92 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 3642.54 | 865 | :24 | 5.43 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013June 2013 | 5052.88 | 1250 | :36 | 3.37 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4776 | 1200 | :12 | 3.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 5715.28 | 1436 | :12 | 2.8 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 5885.96 | 1517 | :12 | 2.53 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5121.93 | 1411 | :12 | 2.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> 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 |
| PO-1-IMA GUI Pre-Order Response Times (Facility Check) IMA Aggregate Benchmark 25 | December 2013 | 34102.45 | 7021 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013October 2013 | 21674.5 | 3013 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 17618.21 | 2471 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 29213.2 | 4017 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 25848.96 | 3293 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 31383.92 | 4150 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013May 2013 | 32493.86 | 3479 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 28406.03 | 3239 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 28530.25 | 3425 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 20018.1 | 2518 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 35288.94 | 3579 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 47365.66 | 3854 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Facility Check) IMA Request Diagnostic | December 2013 | 3422.15 | 7021 | :36 | 0.24 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013October 2013 | 357.8 | 3013 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 300.71 | 2471 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 477.53 | 4017 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 405.53 | 3293 | :48 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 509.97 | 4150 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013May 2013 | 417.48 | 3479 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 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 <br> February 2013 | 327.34 | 2518 | :12 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 465.27 | 3579 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 462.48 | 3854 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Facility Check) IMA Response Diagnostic |  | 30680.3 | 5126 | :36 | 5.89 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 October 2013 | 21316.7 | 2307 | :36 | 7.63 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 17317.5 | 1889 | :48 | 6.61 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013August 2013 | 28735.67 | 3135 | :48 | 6.67 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 25443.43 | 2564 | :48 | 5.87 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 30873.95 | 3293 | :12 | 5.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013May 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 <br> February 2013 | 19690.76 | 2518 | :48 | 3.43 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 34823.67 | 3579 | :12 | 5 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 46903.18 | 3854 | :48 | 5.55 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Get CSR) IMA Aggregate Benchmark 12.5 |  | 57377.83 | 14601 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 13985.15 | 4936 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 10742.33 | 3960 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 18015.03 | 6475 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 16275.94 | 5307 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013June 2013 | 18125.46 | 6693 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 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 2013March 2013 | 8873.94 | 6774 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11117.84 | 8966 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 7242.24 | 5658 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 17188.74 | 6183 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Get CSR) IMA Request Diagnostic |  | 7498.36 | 14601 | :24 | 0.28 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 573.39 | 4936 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Get CSR) IMA Request Diagnostic | October 2013 <br> September 2013 | 468.72 | 3960 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 751.18 | 6475 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 627.01 | 5307 | :48 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013June 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 | 756.72 | 6306 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013March 2013 | 812.88 | 6774 | :48 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1075.92 | 8966 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 678.96 | 5658 | :48 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 741.96 | 6183 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Get CSR) IMA Response Diagnostic | December 2013November 2013 | 49879.47 | 30616 | :12 | 8.76 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 13411.76 | 10767 | :00 | 2.71 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 October 2013 | 10273.61 | 8622 | :36 | 2.16 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 August 2013 | 17263.85 | 14331 | :00 | 2.39 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 15648.93 | 11820 | :48 | 2.26 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 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 |
|  |  | 7378.02 | 6306 | :48 | 2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 <br> 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 <br> January 2013 | 6563.28 | 5658 | :24 | 1.97 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 16446.78 | 6183 | :24 | 1.58 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Loop Qualification Tools) IMA Aggregate Benchmark 20 | December 2013 November 2013 October 2013 | 74178.13 | 6199 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 13917.93 | 2141 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 15369.35 | 1710 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 26599.12 | 2706 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 28973.83 | 2221 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 17207.47 | 2737 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11652.48 | 2023 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11132.1 | 1995 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11407.2 | 2065 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11407.2 | 2037 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11445.8 | 1895 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11521.6 | 1895 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Loop Qualification Tools) IMA Request Diagnostic | January 2013 <br> December 2013 <br> November 2013 | 1993.16 | 6199 | :48 | 0.4 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 267.69 | 2141 | :12 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 218.7 | 1710 | :12 | 0.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 345.6 | 2706 | :12 | 0.16 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 278.67 | 2221 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 341.11 | 2737 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 242.76 | 2023 | :48 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 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 |
|  |  | 264.81 | 2037 | :12 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 284.25 | 1895 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 189.5 | 1895 | :00 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (Loop Qualification Tools) IMA Response Diagnostic |  | 72184.97 | 3883 | :36 | 22.48 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 13650.24 | 723 | :12 | 14.14 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 15150.65 | 987 | :00 | 13.47 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 26253.52 | 943 | :36 | 12.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 28695.16 | 1807 | :12 | 10.94 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 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 <br> April 2013 | 10892.7 | 1995 | :24 | 3.45 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 11142.39 | 2065 | :48 | 3.42 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 11142.39 | 2037 | :48 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> 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 |
| PO-1-IMA GUI Pre-Order Response Times (Meet Point Inquiry) IMA Aggregate Benchmark 30 | December 2013 | 5306.17 | 2943 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 4177.48 | 1275 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 3239.69 | 1054 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5658.53 | 1696 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 4793.66 | 1407 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013June 2013 | 6047.67 | 1725 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8284.21 | 1397 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 5312.8 | 1145 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013March 2013 | 5606.64 | 1198 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4522.5 | 1005 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> 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 |
| PO-1-IMA GUI Pre-Order Response Times (Meet Point Inquiry) IMA Request Diagnostic | December 2013 | 2027.76 | 2943 | :36 | 0.35 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 160.39 | 1275 | :12 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 | 134.18 | 1054 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 211.89 | 1696 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013July 2013 | 177.17 | 1407 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 222.67 | 1725 | :12 | 0.2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 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 |
| PO-1-IMA GUI Pre-Order Response Times | December 2013 | 3278.41 | 1719 | :24 | 3.05 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Meet Point Inquiry) IMA Response | November 2013 | 4017.09 | 867 | :12 | 2.12 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic | October 2013 | 3105.51 | 688 | :24 | 2.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 5446.64 | 1149 | :36 | 2.34 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 4616.49 | 954 | :36 | 1.84 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 5825 | 1187 | :24 | 1.82 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 6705.6 | 1397 | :00 | 1.97 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 5175.4 | 1145 | :48 | 1.96 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 5450.9 | 1198 | :00 | 2.2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 4391.85 | 1005 | :48 | 1.77 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 6286.17 | 1419 | :12 | 1.55 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 7310.38 | 1414 | :48 | 1.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times | December 2013 | 11863.93 | 9851 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Service Availability) IMA Aggregate | November 2013 | 11224.94 | 3830 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| Benchmark 25 | October 2013 | 9431.4 | 3103 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 14493.78 | 5079 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 12120.12 | 4207 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 14759.5 | 5223 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 7171.72 | 4373 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 8195.04 | 4878 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 8887.6 | 5228 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 8142.4 | 5089 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 7027.8 | 4420 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 7579.26 | 4797 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times | December 2013 | 2385.84 | 9851 | :36 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Service Availability) IMA Request | November 2013 | 438.21 | 3830 | :24 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic | October 2013 | 359.68 | 3103 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 578.05 | 5079 | :24 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 491.11 | 4207 | :48 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 622.04 | 5223 | :48 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 524.76 | 4373 | :48 | 0.85 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 585.36 | 4878 | :48 | 1.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 627.36 | 5228 | :48 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 610.68 | 5089 | :48 | 0.13 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 574.6 | 4420 | :12 | 0.47 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 575.64 | 4797 | :48 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times | December 2013 | 9478.09 | 17280 | :00 | 2.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Service Availability) IMA Response | November 2013 | 10786.73 | 6835 | :12 | 3.72 | 0 | 0 | :00 | 0.00 | 0.00 |
| Diagnostic | October 2013 | 9071.72 | 5448 | :48 | 3.79 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 13915.73 | 8880 | :48 | 3.65 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 11629.01 | 7388 | :48 | 3.49 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 14137.46 | 9210 | :36 | 3.31 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 6646.96 | 4373 | :48 | 3.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 7609.68 | 4878 | :24 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 8260.24 | 5228 | :12 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 7531.72 | 5089 | :12 | 3.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 6453.2 | 4420 | :24 | 3 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 7003.62 | 4797 | :24 | 2.99 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times | December 2013 | 926.26 | 2749 | :36 | 0.55 | 0 | 0 | :00 | 0.00 | 0.00 |
| (TN Reservation) IMA Accept Diagnostic | November 2013 | 850.4 | 1409 | :00 | 0.55 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 | 731.17 | 1137 | :36 | 0.89 | 0 | 0 | :00 | 0.00 | 0.00 |


|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 1116.59 | 1799 | :48 | 0.66 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 919.11 | 1525 | :00 | 0.44 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1438.16 | 1890 | :24 | 0.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1535.16 | 2326 | :24 | 0.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1105.5 | 1675 | :24 | 0.52 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1108.08 | 1458 | :24 | 0.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1015.65 | 1665 | :24 | 0.42 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1290.3 | 2346 | :00 | 0.39 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 1163 | 2326 | :00 | 0.34 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (TN Reservation) IMA Aggregate Benchmark 10 | December 2013 <br> November 2013 | 5200.83 | 4021 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 4077.18 | 2287 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 3497.32 | 1889 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 5601.41 | 2915 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 5886.87 | 2470 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8460.73 | 2988 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 10350.7 | 2326 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 6733.5 | 1675 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 6735.96 | 1458 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8241.75 | 1665 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 8985.18 | 2346 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 December 2013 | 8424.16 | 2536 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (TN Reservation) IMA Request Diagnostic |  | 1006.23 | 4021 | :00 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 284.09 | 2287 | :48 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 244.86 | 1889 | :12 | 0.14 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 359.32 | 2915 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013July 2013 | 310.64 | 2470 | :12 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 381.88 | 2988 | :12 | 0.24 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | $\text { June } 2013$ | 279.12 | 2326 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 201 | 1675 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 189.54 | 1458 | :12 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 216.45 | 1665 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 | 304.98 | 2346 | :12 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 December 2013 | 329.68 | 2536 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-IMA GUI Pre-Order Response Times (TN Reservation) IMA Response Diagnostic |  | 3268.34 | 1923 | :00 | 1.16 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2013 | 2942.69 | 1409 | :36 | 0.99 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 | 2521.29 | 1139 | :24 | 1.2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 4125.5 | 1799 | :36 | 1.26 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013July 2013 | 4657.12 | 1526 | :00 | 1.73 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 6640.69 | 1890 | :24 | 1.83 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | 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 2013March 2013 | 5438.34 | 1458 | :12 | 2.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 7009.65 | 1665 | :24 | 2 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 <br> 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 |
| $\begin{aligned} & \hline \text { PO-1-XML Pre-Order Response Times } \\ & \text { (Address Validation XML) XML } \\ & \text { Request/Response Benchmark } 10 \end{aligned}$ | December 2013November 2013 | 13027.47 | 7289 | :36 | 4.32 | 0 | 0 | :00 | 0.00 | 0.00 |
|  |  | 12193.89 | 7038 | :12 | 1.61 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2013 | 10828.18 | 6523 | :24 | 2.49 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 16879.72 | 7486 | :24 | 3.25 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 July 2013 | 16179.72 | 7486 | :24 | 3.25 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | 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 | 11474.49 | 7599 | :24 | 1.83 | 0 | 0 | :00 | 0.00 | 0.00 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | February 2013 | 11136.26 | 7474 | :36 | 1.23 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 11136.26 | 7474 | :36 | 1.23 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-XML Pre-Order Response Times | December 2013 | 18523.92 | 5000 | :00 | 2.94 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Appt. Scheduler XML) XML | November 2013 | 11006.29 | 3545 | :00 | 1.9 | 0 | 0 | :00 | 0.00 | 0.00 |
| Request/Response Benchmark 10 | October 2013 | 1030.17 | 4479 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 1380.54 | 5187 | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 1180.54 | 5187 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 1133.1 | 4992 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 1030.17 | 4479 | :12 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | 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 |
| PO-1-XML Pre-Order Response Times | December 2013 | 6190.13 | 1873 | :00 | 3.22 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Connecting Facility Assignment XML) XML | November 2013 | 10574.5 | 4792 | :24 | 2.66 | 0 | 0 | :00 | 0.00 | 0.00 |
| Request/Response Benchmark 25 | October 2013 | 5958.12 | 1722 | :24 | 3.85 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 7250.04 | 1953 | :24 | 3.69 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 7250.04 | 1953 | :24 | 3.69 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 8035.96 | 1890 | :00 | 3.43 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2013 | 5958.12 | 1722 | :24 | 3.85 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2013 | 6111.56 | 1898 | :48 | 3.26 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2013 | 5513.72 | 1796 | :48 | 2.96 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 5898 | 1966 | :00 | 2.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 7603.75 | 1975 | :00 | 3.32 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 8453 | 1975 | :12 | 2.09 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-XML Pre-Order Response Times | December 2013 | 55548.59 | 6371 | :48 | 6.53 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Facility Check XML) XML | November 2013 | 156917.84 | 9235 | :36 | 22.43 | 0 | 0 | :00 | 0.00 | 0.00 |
| Request/Response Benchmark 25 | October 2013 | 74773.92 | 7176 | :48 | 10.95 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 60119.57 | 7531 | :48 | 7.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 71119.57 | 7131 | :48 | 7.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2013 | 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 2013 | 75984.48 | 7722 | :36 | 12.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 77376.25 | 8365 | :00 | 11.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 83727.89 | 7351 | :36 | 14.35 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 112336.64 | 8164 | :24 | 14.72 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-XML Pre-Order Response Times (Get | December 2013 | 30158.63 | 8157 | :00 | 11.96 | 0 | 0 | :00 | 0.00 | 0.00 |
| CSR XML) XML Request/Response | November 2013 | 21893.34 | 8327 | :12 | 7.96 | 0 | 0 | :00 | 0.00 | 0.00 |
| Benchmark 12.5 | October 2013 | 25880.94 | 7311 | :36 | 11.96 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2013 | 32392.71 | 8371 | :48 | 11.45 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2013 | 32362.71 | 8371 | :48 | 11.45 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | 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 |
|  | April 2013 | 26087.22 | 7834 | :12 | 11.52 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2013 | 28464.95 | 8497 | :00 | 11.55 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2013 | 25441.95 | 7505 | :36 | 11.66 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2013 | 13036.92 | 8357 | :24 | 1.84 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1-XML Pre-Order Response Times | December 2013 | 19891.75 | 1066 | :24 | 23.23 | 0 | 0 | :00 | 0.00 | 0.00 |
| (Loop Qualification Tools XML) XML | November 2013 | 63051.12 | 4609 | :12 | 19.95 | 0 | 0 | :00 | 0.00 | 0.00 |
| Request/Response Benchmark 20 | October 2013 | 40974.96 | 4568 | :48 | 11.67 | 0 | 0 | :00 | 0.00 | 0.00 |



|  | March 2013 <br> February 2013 | 14 | 15 | 93\% | 0.2494 | 0 | 0 | 0\% | 0.00 | 0.05 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 27 | 27 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 369 | 371 | 99\% | 0.0732 | 0 | 0 | 0\% | 0.00 | (0.14) |
| PO-20 Manual Service Order Accuracy Unbundled Loops Benchmark 0.95 | January 2013 <br> December 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | November 2013 | 199 | 208 | 96\% | 0.2035 | 0 | 0 | 0\% | 0.00 | (0.02) |
|  | October 2013 | 259 | 259 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | September 2013 | 258 | 267 | 97\% | 0.1805 | 0 | 0 | 0\% | 0.00 | (0.05) |
|  | August 2013 | 234 | 237 | 99\% | 0.1118 | 0 | 0 | 0\% | 0.00 | (0.12) |
|  | July 2013 | 265 | 266 | 100\% | 0.0612 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | June 2013 | 304 | 305 | 100\% | 0.0572 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | May 2013 | 283 | 287 | 99\% | 0.1172 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | April 2013 | 234 | 241 | 97\% | 0.1679 | 0 | 0 | 0\% | 0.00 | (0.07) |
|  | March 2013 | 321 | 321 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | February 2013 | 290 | 293 | 99\% | 0.1007 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  | January 2013 | 254 | 265 | 96\% | 0.1995 | 0 | 0 | 0\% | 0.00 | (0.03) |
| PO-2A Electronic Flow-through for LSRs received via IMA LNP Diagnostic | December 2013 | 3882 | 4460 | 87\% | 0.3359 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 4056 | 4760 | 85\% | 0.355 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 4647 | 5412 | 86\% | 0.3484 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013August 2013 | 4679 | 5373 | 87\% | 0.3354 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 4758 | 5507 | 86\% | 0.3428 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 July 2013 | 4437 | 5192 | 85\% | 0.3525 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 4304 | 4952 | 87\% | 0.3372 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 4674 | 5348 | 87\% | 0.3319 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 <br> March 2013 | 4640 | 5434 | 85\% | 0.3532 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5103 | 5855 | 87\% | 0.3346 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 January 2013 | 5018 | 5691 | 88\% | 0.3229 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 5237 | 5955 | 88\% | 0.3256 | 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 | December 2013 <br> November 2013 | 57 | 87 | 66\% | 0.4753 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 74 | 132 | 56\% | 0.4963 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 59 | 169 | 35\% | 0.4767 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 <br> August 2013 | 76 | 126 | 60\% | 0.4892 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 89 | 190 | 47\% | 0.499 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013June 2013 | 70 | 165 | 42\% | 0.4942 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 40 | 89 | 45\% | 0.4974 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 | 58 | 117 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 58 | 99 | 59\% | 0.4926 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 40 | 81 | 49\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | $\begin{aligned} & \text { March } 2013 \\ & \text { February } 2013 \end{aligned}$ | 537 | 1171 | 46\% | 0.4983 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 624 | 1347 | 46\% | 0.4986 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-2A Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate Diagnostic | December 2013November 2013 | 601 | 804 | 75\% | 0.4344 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 805 | 1114 | 72\% | 0.4477 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 948 | 1240 | 76\% | 0.4243 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Diagnostic | September 2013 | 802 | 1102 | 73\% | 0.4451 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 935 | 1199 | 78\% | 0.4144 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013June 2013 | 919 | 1213 | 76\% | 0.4285 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 971 | 1234 | 79\% | 0.4095 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 1140 | 1459 | 78\% | 0.4133 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013March 2013 | 1135 | 1389 | 82\% | 0.3866 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 974 | 1246 | 78\% | 0.4131 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 <br> February 2013 January 2013 | 782 | 1011 | 77\% | 0.4186 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 1026 | 1317 | 78\% | 0.4149 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA LNP Benchmark 0.95 | December 2013 November 2013 October 2013 | 3882 | 3900 | 100\% | 0.0678 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  |  | 4056 | 4132 | 98\% | 0.1344 | 0 | 0 | 0\% | 0.00 | (0.10) |
|  |  | 4647 | 4665 | 100\% | 0.062 | 0 | 0 | 0\% | 0.00 | (0.15) |


|  | September 2013 | 4679 | 4696 | 100\% | 0.0601 | 0 | 0 | 0\% | 0.00 | (0.15) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | August 2013 | 4758 | 4790 | 99\% | 0.0815 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  | July 2013 | 4437 | 4470 | 99\% | 0.0856 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  | June 2013 | 4304 | 4324 | 100\% | 0.0679 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  | May 2013 | 4674 | 4694 | 100\% | 0.0651 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  | April 2013 | 4640 | 4655 | 100\% | 0.0567 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | March 2013 | 5103 | 5139 | 99\% | 0.0834 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  | February 2013 | 5018 | 5059 | 99\% | 0.0897 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  | January 2013 | 5237 | 5285 | 99\% | 0.0949 | 0 | 0 | 0\% | 0.00 | (0.13) |
| PO-2B Electronic Flow-through for all | December 2013 | 57 | 59 | 97\% | 0.181 | 0 | 0 | 0\% | 0.00 | (0.05) |
| eligible LSRs Received via IMA Resale | November 2013 | 74 | 77 | 96\% | 0.1935 | 0 | 0 | 0\% | 0.00 | (0.03) |
| Aggregate W/O UNE-P-POTS Benchmark | October 2013 | 59 | 67 | 88\% | 0.3243 | 0 | 0 | 0\% | 0.00 | 0.22 |
| 0.95 | September 2013 | 76 | 78 | 97\% | 0.1581 | 0 | 0 | 0\% | 0.00 | (0.08) |
|  | August 2013 | 89 | 90 | 99\% | 0.1048 | 0 | 0 | 0\% | 0.00 | (0.12) |
|  | July 2013 | 70 | 72 | 97\% | 0.1643 | 0 | 0 | 0\% | 0.00 | (0.07) |
|  | June 2013 | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | May 2013 | 58 | 58 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | April 2013 | 58 | 58 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | March 2013 | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | February 2013 | 537 | 538 | 100\% | 0.0431 | 0 | 0 | 0\% | 0.00 | (0.15) |
|  | January 2013 | 624 | 640 | 98\% | 0.1561 | 0 | 0 | 0\% | 0.00 | (0.08) |
| PO-2B Electronic Flow-through for all | December 2013 | 601 | 608 | 99\% | 0.1067 | 0 | 0 | 0\% | 0.00 | (0.49) |
| eligible LSRs Received via IMA Unbundled | November 2013 | 805 | 827 | 97\% | 0.1609 | 0 | 0 | 0\% | 0.00 | (0.44) |
| Loop Aggregate Benchmark 0.85 | October 2013 | 948 | 970 | 98\% | 0.1489 | 0 | 0 | 0\% | 0.00 | (0.45) |
|  | September 2013 | 802 | 816 | 98\% | 0.1299 | 0 | 0 | 0\% | 0.00 | (0.47) |
|  | August 2013 | 935 | 953 | 98\% | 0.1361 | 0 | 0 | 0\% | 0.00 | (0.46) |
|  | July 2013 | 919 | 942 | 98\% | 0.1543 | 0 | 0 | 0\% | 0.00 | (0.44) |
|  | June 2013 | 971 | 983 | 99\% | 0.1098 | 0 | 0 | 0\% | 0.00 | (0.49) |
|  | May 2013 | 1140 | 1153 | 99\% | 0.1056 | 0 | 0 | 0\% | 0.00 | (0.49) |
|  | April 2013 | 1135 | 1150 | 99\% | 0.1135 | 0 | 0 | 0\% | 0.00 | (0.48) |
|  | March 2013 | 974 | 988 | 99\% | 0.1182 | 0 | 0 | 0\% | 0.00 | (0.48) |
|  | February 2013 | 782 | 822 | 95\% | 0.2152 | 0 | 0 | 0\% | 0.00 | (0.36) |
|  | January 2013 | 1026 | 1076 | 95\% | 0.2105 | 0 | 0 | 0\% | 0.00 | (0.37) |
| PO-3C LSR Rejection Notice Interval for | December 2013 | 0.85486111 | 4 | 05:08 | 0.282638889 | 0 | 0 | 00:00 | 0.00 | (2.36) |
| Manual and IIS Product Aggregate | November 2013 | 0.96041667 | 2 | 11:32 | 0.613888889 | 0 | 0 | 00:00 | 0.00 | (1.56) |
| Benchmark 1 | October 2013 | 0.05625 | 1 | 01:21 | 0 | 0 | 0 | 00:00 | 0.00 | (2.83) |
|  | September 2013 | 0.30902778 | 2 | 03:42 | 0.075694444 | 0 | 0 | 00:00 | 0.00 | (2.54) |
|  | August 2013 | 0.27291667 | 2 | 03:17 | 0.016666667 | 0 | 0 | 00:00 | 0.00 | (2.59) |
|  | July 2013 | 1.37222222 | 2 | 16:28 | 0.636111111 | 0 | 0 | 00:00 | 0.00 | (0.94) |
|  | June 2013 | 4.18194444 | 7 | 14:20 | 0.3375 | 0 | 0 | 00:00 | 0.00 | (1.21) |
|  | May 2013 | 0.83263889 | 2 | 10:00 | 0.402083333 | 0 | 0 | 00:00 | 0.00 | (1.75) |
|  | April 2013 | 1.07222222 | 2 | 12:52 | 0.702777778 | 0 | 0 | 00:00 | 0.00 | (1.39) |
|  | March 2013 | 0.13819444 | 2 | 01:39 | 0.025 | 0 | 0 | 00:00 | 0.00 | (2.79) |
|  | February 2013 | 0.12430556 | 1 | 02:59 | 0 | 0 | 0 | 00:00 | 0.00 | (2.63) |
|  | January 2013 | 0.28680556 | 1 | 06:53 | 0 | 0 | 0 | 00:00 | 0.00 | (2.14) |
| PO-3X LSR Rejection Notice Interval for | December 2013 | 13.4694444 | 269 | 01:12 | 0.072222222 | 0 | 0 | 00:00 | 0.00 | (2.70) |
| IMA - Rejected Manually Product Aggregate | November 2013 | 11.8840278 | 248 | 01:09 | 0.063888889 | 0 | 0 | 00:00 | 0.00 | (2.71) |
| Benchmark 0.5 | October 2013 | 19.4388889 | 349 | 01:20 | 0.071527778 | 0 | 0 | 00:00 | 0.00 | (2.67) |
|  | September 2013 | 22.9625 | 273 | 02:01 | 0.165277778 | 0 | 0 | 00:00 | 0.00 | (2.50) |
|  | August 2013 | 10.3465278 | 249 | 01:00 | 0.058333333 | 0 | 0 | 00:00 | 0.00 | (2.75) |
|  | July 2013 | 18.425 | 300 | 01:28 | 0.213888889 | 0 | 0 | 00:00 | 0.00 | (2.63) |
|  | June 2013 | 10.8416667 | 227 | 01:09 | 0.058333333 | 0 | 0 | 00:00 | 0.00 | (2.71) |
|  | May 2013 | 7.30277778 | 228 | 00:46 | 0.059027778 | 0 | 0 | 00:00 | 0.00 | (2.81) |
|  | April 2013 | 8.4625 | 281 | 00:43 | 0.043055556 | 0 | 0 | 00:00 | 0.00 | (2.82) |


|  | March 2013 | 14.2444444 | 339 | 01:01 | 0.064583333 | 0 | 0 | 00:00 | 0.00 | (2.75) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | February 2013 | 7.72638889 | 250 | 00:45 | 0.045833333 | 0 | 0 | 00:00 | 0.00 | (2.81) |
|  | January 2013 | 14.1 | 315 | 01:04 | 0.106944444 | 0 | 0 | 00:00 | 0.00 | (2.73) |
| PO-4A-1 LSRs Rejected for IMA - Rejected | December 2013 | 505 | 15376 | 3\% | 0.1782 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Manually Product Aggregate Diagnostic | November 2013 | 519 | 17250 | 3\% | 0.1708 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 771 | 21177 | 4\% | 0.1873 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 642 | 18494 | 3\% | 0.1831 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 614 | 19832 | 3\% | 0.1732 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 818 | 22288 | 4\% | 0.188 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 759 | 20323 | 4\% | 0.1896 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 750 | 21981 | 3\% | 0.1815 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 834 | 23411 | 4\% | 0.1854 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 925 | 21673 | 4\% | 0.2021 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 862 | 25431 | 3\% | 0.181 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 909 | 29496 | 3\% | 0.1728 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-4A-2 LSRs Rejected for IMA - Auto- | December 2013 | 7107 | 15376 | 46\% | 0.4986 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Rejected Product Aggregate Diagnostic | November 2013 | 8208 | 17250 | 48\% | 0.4994 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 9941 | 21177 | 47\% | 0.4991 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 8203 | 18494 | 44\% | 0.4968 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 8888 | 19832 | 45\% | 0.4973 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 8930 | 22288 | 40\% | 0.49 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 8241 | 20323 | 41\% | 0.491 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 9624 | 21981 | 44\% | 0.4961 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 10087 | 23411 | 43\% | 0.4952 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 8413 | 21673 | 39\% | 0.4873 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 10105 | 25431 | 40\% | 0.4893 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 11223 | 29496 | 38\% | 0.4855 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-4C LSRs Received via Facsimile | December 2013 | 4 | 9 | 44\% | 0.4969 | 0 | 0 | 0\% | 0.00 | 0.00 |
| Product Aggregate Diagnostic | November 2013 | 2 | 8 | 25\% | 0.433 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | October 2013 | 1 | 5 | 20\% | 0.4 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | September 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | August 2013 | 2 | 4 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | July 2013 | 2 | 5 | 40\% | 0.4899 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | June 2013 | 7 | 8 | 88\% | 0.3307 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | May 2013 | 2 | 4 | 50\% | 0.5 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | April 2013 | 2 | 2 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | March 2013 | 2 | 10 | 20\% | 0.4 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | February 2013 | 1 | 5 | 20\% | 0.4 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  | January 2013 | 1 | 6 | 17\% | 0.3727 | 0 | 0 | 0\% | 0.00 | 0.00 |
| PO-5A-(a) FOCs On Time for Fully | December 2013 | 54 | 54 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| Electronic LSRs Received Via IMA Resale | November 2013 | 69 | 69 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| Aggregate Benchmark 0.95 | October 2013 | 57 | 57 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | September 2013 | 70 | 70 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | August 2013 | 85 | 85 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | July 2013 | 65 | 65 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | June 2013 | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | May 2013 | 56 | 56 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | April 2013 | 58 | 58 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | March 2013 | 39 | 39 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | February 2013 | 338 | 338 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | January 2013 | 362 | 362 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| PO-5A-(b) FOCs On Time for Fully | December 2013 | 437 | 437 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| Electronic LSRs Received Via IMA | November 2013 | 625 | 625 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
| Unbundled Loop Aggregate Benchmark | October 2013 | 719 | 719 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |


| 0.95 | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 605 | 608 | 100\% | 0.0701 | 0 | 0 | 0\% | 0.00 | (0.14) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 670 | 670 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 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) |
| PO-5A-(c) FOCs On Time for Fully Electronic LSRs Received Via IMA LNP Benchmark 0.95 | January 2013 | 3528 | 3528 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | November 2013 | 3706 | 3706 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | October 2013 | 4245 | 4245 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | September 2013 | 4274 | 4292 | 100\% | 0.0646 | 0 | 0 | 0\% | 0.00 | (0.14) |
|  | August 2013 | 4329 | 4329 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | July 2013 | 4114 | 4117 | 100\% | 0.027 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | June 2013 | 3955 | 3955 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | May 2013 | 4273 | 4273 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | April 2013 | 4239 | 4239 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | March 2013 | 4699 | 4699 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | February 2013 | 4551 | 4551 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | January 2013 December 2013 | 4771 | 4771 | 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 |  | 14 | 15 | 93\% | 0.2494 | 0 | 0 | 0\% | 0.00 | (0.11) |
|  | November 2013 | 42 | 42 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2013 | 85 | 85 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | September 2013 | 35 | 35 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2013 | 58 | 58 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | July 2013 | 69 | 69 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | June 2013 | 27 | 27 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | May 2013 | 40 | 40 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | April 2013 | 24 | 24 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | March 2013 | 32 | 32 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | February 2013 | 318 | 318 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | January 2013 | 365 | 365 | 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 | December 2013 <br> November 2013 | 468 | 478 | 98\% | 0.1431 | 0 | 0 | 0\% | 0.00 | (0.26) |
|  |  | 580 | 592 | 98\% | 0.1409 | 0 | 0 | 0\% | 0.00 | (0.27) |
|  | October 2013 | 577 | 594 | 97\% | 0.1667 | 0 | 0 | 0\% | 0.00 | (0.24) |
|  | September 2013 August 2013 | 540 | 557 | 97\% | 0.172 | 0 | 0 | 0\% | 0.00 | (0.23) |
|  |  | 554 | 583 | 95\% | 0.2174 | 0 | 0 | 0\% | 0.00 | (0.17) |
|  | July 2013 <br> June 2013 | 549 | 570 | 96\% | 0.1884 | 0 | 0 | 0\% | 0.00 | (0.21) |
|  |  | 561 | 582 | 96\% | 0.1865 | 0 | 0 | 0\% | 0.00 | (0.21) |
|  | June 2013 <br> May 2013 | 575 | 606 | 95\% | 0.2203 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  | April 2013 | 615 | 644 | 96\% | 0.2074 | 0 | 0 | 0\% | 0.00 | (0.18) |
|  | March 2013 <br> February 2013 | 576 | 608 | 95\% | 0.2233 | 0 | 0 | 0\% | 0.00 | (0.16) |
|  |  | 497 | 530 | 94\% | 0.2416 | 0 | 0 | 0\% | 0.00 | (0.13) |
|  | February 2013 January 2013 | 620 | 641 | 97\% | 0.178 | 0 | 0 | 0\% | 0.00 | (0.22) |
| PO-5B-(c) FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP Benchmark 0.9 | December 2013 | 522 | 526 | 99\% | 0.0869 | 0 | 0 | 0\% | 0.00 | (0.31) |
|  | November 2013 | 625 | 625 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | October 2013 | 683 | 683 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | September 2013 | 620 | 620 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | August 2013 | 686 | 686 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | July 2013 <br> June 2013 | 685 | 685 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  |  | 554 | 554 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | May 2013 | 602 | 602 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |
|  | April 2013 | 733 | 733 | 100\% | 0 | 0 | 0 | 0\% | 0.00 | (0.33) |



|  | September 2013 <br> August 2013 <br> July 2013 <br> June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 <br> January 2013 | 35.3034722 | 4471 | 1\% | 0.085416667 | 0 | 0 | 0\% | 0.00 | (2.91) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 20.5402778 | 4140 | 0\% | 0.022916667 | 0 | 0 | 0\% | 0.00 | (2.94) |
|  |  | 28.9145833 | 4696 | 1\% | 0.047222222 | 0 | 0 | 0\% | 0.00 | (2.93) |
|  |  | 18.3208333 | 4087 | 0\% | 0.01875 | 0 | 0 | 0\% | 0.00 | (2.95) |
|  |  | 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) |
|  |  | 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) |
|  |  | 31.5291667 | 5915 | 1\% | 0.0375 | 0 | 0 | 0\% | 0.00 | (2.94) |
| PO-7X,C Notices Made Available via IMA GUI and XML / Billing System Posting Completions All Parity | December 2013November 2013 | 1092 | 1092 | 1 | 0 | 143267 | 143267 | 1 | 0.00 | 0.00 |
|  |  | 1287 | 1287 | 1 | 0 | 140172 | 140172 | 1 | 0.00 | 0.00 |
|  | October 2013 <br> September 2013 | 1566 | 1566 | 1 | 0 | 160857 | 160857 | 1 | 0.00 | 0.00 |
|  |  | 1466 | 1466 | 1 | 0 | 147107 | 147107 | 1 | 0.00 | 0.00 |
|  | August 2013 <br> July 2013 | 1453 | 1453 | 1 | 0 | 143875 | 143875 | 1 | 0.00 | 0.00 |
|  |  | 1644 | 1644 | 1 | 0 | 152567 | 152567 | 1 | 0.00 | 0.00 |
|  | June 2013 <br> May 2013 <br> April 2013 <br> March 2013 <br> February 2013 | 1487 | 1487 | 1 | 0 | 151738 | 151738 | 1 | 0.00 | 0.00 |
|  |  | 2474 | 2474 | 1 | 0 | 151875 | 151875 | 1 | 0.00 | 0.00 |
|  |  | 2529 | 2529 | 1 | 0 | 141474 | 141474 | 1 | 0.00 | 0.00 |
|  |  | 2523 | 2523 | 1 | 0 | 149149 | 149149 | 1 | 0.00 | 0.00 |
|  |  | 2128 | 2128 | 1 | 0 | 137959 | 137959 | 1 | 0.00 | 0.00 |
|  | January 2013 <br> December 2013 | 2733 | 2733 | 1 | 0 | 156066 | 156066 | 1 | 0.00 | 0.00 |
| PO-8A Jeopardy Notice Interval NonDesigned Services Parity |  | 6 | 2 | 3 | 2.83 | 25 | 19 | 1 | -1.15 | (1.70) |
|  | November 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2013 | 3 | 3 | 1 | 1 | 41 | 39 | 1 | 0.07 | (1.13) |
|  | September 2013 | 2 | 1 | 2 | 0 | 20 | 40 | 1 | -2.93 | (2.78) |
|  | August 2013 | 0 | 1 | 0 | 0 | 23 | 35 | 1 | 1.01 | (0.89) |
|  | July 2013 | 1 | 1 | 1 | 0 | 21 | 26 | 1 | -0.38 | (1.23) |
|  | June 2013 | 0 | 1 | 0 | 0 | 32 | 40 | 1 | 1.04 | (0.72) |
|  | May 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2013 | 20 | 5 | 4 | 3.54 | 52 | 36 | 1 | -1.26 | (1.76) |
|  | March 2013 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | February 2013 | 27 | 7 | 4 | 1.46 | 90 | 77 | 1 | -3.53 | (3.15) |
|  | January 2013 | 3 | 2 | 2 | 0.71 | 51 | 59 | 1 | -0.96 | (1.59) |
| PO-8B Jeopardy Notice Interval Unbundled Loops and Number Portability Parity |  | 129 | 36 | 358\% | 1.78 | 25 | 19 | 132\% | -4.05 | (3.46) |
|  | November 2013 | 231 | 78 | 296\% | 1.73 | 24 | 21 | 114\% | -2.45 | (2.49) |
|  | October 2013 <br> September 2013 | 227 | 92 | 247\% | 1.73 | 41 | 39 | 105\% | -5.72 | (4.47) |
|  |  | 41 | 17 | 241\% | 2 | 20 | 40 | 50\% | -13.04 | (8.93) |
|  | August 2013July 2013 | 0 | 0 | 0\% | 0 | 0 | 0 | 0\% | 0.00 | 0.00 |
|  |  | 4 | 1 | 400\% | 0 | 21 | 26 | 81\% | -6.37 | (4.88) |
|  | June 2013 | 9 | 3 | 300\% | 1 | 32 | 40 | 80\% | -4.85 | (3.95) |
|  | May 2013 | 240 | 81 | 296\% | 2.09 | 32 | 36 | 89\% | -13.85 | (9.42) |
|  | April 2013 | 248 | 80 | 310\% | 1.71 | 52 | 36 | 144\% | -1.94 | (2.18) |
|  | March 2013 <br> February 2013 | 206 | 71 | 290\% | 2.23 | 37 | 49 | 76\% | -19.38 | (12.78) |
|  |  | 353 | 108 | 327\% | 3.72 | 90 | 77 | 117\% | -7.30 | (5.44) |
|  | December 2013 | 258 | 87 | 297\% | 1.85 | 51 | 59 | 86\% | -13.57 | (9.25) |
| PO-9A Timely Jeopardy Notices NonDesigned Services Parity |  | 1 | 8 | 13\% | 0.3307 | 4 | 104 | 4\% | -1.23 | (1.75) |
|  | November 2013 | 0 | 6 | 0\% | 0 | 4 | 99 | 4\% | 0.49 | (1.48) |
|  | October 2013 | 1 | 11 | 9\% | 0.2875 | 21 | 129 | 16\% | 0.62 | (0.93) |
|  |  | 1 | 10 | 10\% | 0.3 | 17 | 138 | 12\% | 0.22 | (1.24) |
|  | September 2013 <br> August 2013 | 0 | 7 | 0\% | 0 | 14 | 131 | 11\% | 0.89 | (0.95) |
|  | July 2013 | 1 | 8 | 13\% | 0.3307 | 8 | 122 | 7\% | -0.66 | (1.40) |
|  | June 2013 | 0 | 4 | 0\% | 0 | 8 | 106 | 8\% | 0.56 | (1.38) |
|  | May 2013 | 0 | 3 | 0\% | 0 | 19 | 108 | 18\% | 0.79 | (1.10) |
|  |  | 4 | 10 | 40\% | 0.4899 | 11 | 99 | 11\% | -2.77 | (2.68) |









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