

Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota May 2017 - May 2018

Statistical parameters used to calculate whether PAP standards have been met or missed, and any applicable PAP payments, are sometimes required to be different than those used to calculate performance in this report. See the Reading Reports link on CenturyLink's Wholesale Website for details.

June 12, 2018

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	k CLEC Numerator CL	EC Denominator	CLEC Result CL	EC Standard Deviatior C	L-Q Numerator C	L-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
May 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	183	183	100.00%							
May 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	54,840	54,840	100.00%							
May 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	54	54	100.00%							
May 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	194	194	100.00%	0.00%	4,198	4,212	99.67%	5.76%	-0.78644	-1.478122
May 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	54	54	100.00%							
May 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,308,660	3,229,571	1.02							
May 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1008.27	5,023	0.20							
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
May 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
May 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0	100.0070							
May 2018	Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1	0	100.00%	0.00%						
	Maintenance and Repair	MR-5B	All Troubles Cleared wit 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
May 2018							1	1			0000.40	100	47.00	00.00	0 7000 47	0.55004
May 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	72:45	1	72:45	0:00	6623:19	139	47:39	36:39	0.738847	-0.550813
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1:27	1	1:27	0:00						
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:45	1	2:45	0:00						
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	6:38	1	6:38	0:00	15682:03	356	44:03	45:36	-0.81932	
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	34	2.94%	16.90%	0	142	0.00%		0.866231	-0.473369
May 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,562	0.00%		0	7,992	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	38	2.63%	16.01%	283	18,902	1.50%	12.14%	0.158287	-0.903768
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		1	325	0.31%	5.54%	-0.235378	-1.143
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	90	1.11%	10.48%	0	158	0.00%		0.350709	-0.786784
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	213	0.47%	6.84%	391	32,745	1.19%	10.86%	-0.970438	-1.589985
May 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	130	145	89.66%	30.45%	-0.338518	-1.205804
May 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	2,232	0.03%	0.18%						-2.918065
May 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,421	0.00%	0.00%						4
May 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	2,232	0.03%							
May 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,421	0.00%							
May 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	38	39	97.44%	15.81%	-0.160181	-1.097383
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	3	66.67%	47.14%	-0.612372	
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	9	1	9.00	0.00	9	- 1	9.00			
May 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	453	453	100.00%	0.00			0.00	0.00		
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6811.70	19,462	0.35							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12.830	1.30							<u> </u>
May 2018	-	PO-1-IMA GUI		TOTAL	-	N/A	23490.70	12,830	1.30							
	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic				0.80							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3934.40	4,918	0.80							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4619.35	4,918	0.01							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	946.00	1,892	0.50							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1404.91	1,391	1.01							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2350.91	1,892	1.24							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3068.44	3,742	0.82							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6548.40	3,852	1.70							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	9616.84	3,742	2.57							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8209.70	7,745	1.06							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6303.00	5,730	1.10							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14512.70	7,745	1.87							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2592.34	1,142	2.27							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	621.40	1,195	0.52							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3213.74	1,142	2.81							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4105.02	6,621	0.62							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8600.96	13,439	0.64							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12705.98	6,621	1.92							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	174.45	1,163	0.15							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator C	CLEC Result CLE	EC Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	813.54	1,937	0.42							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1249.30	961	1.30							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2237.29	1,937	1.16							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2208.60	3,681	0.60							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55215.06	2,903	19.02							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	57423.66	3,681	15.60							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8142.30	4,905	1.66							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8622.57	4,611	1.87							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66699.75	6,841	9.75							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25006.80	6,412	3.90							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48558.43	3,547	13.69							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4171.50	810	5.15							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18618.40	5,032	3.70							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3582.00	3,582	1.00							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5854.32	1,692	3.46							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	107	134	79.85%							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	84	98	85.71%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	107	108	99.07%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	84	85	98.82%							
May 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	32:28	18	1:48							
May 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	84	84	100.00%							
May 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	104	104	100.00%							
May 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
May 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	23	23	100.00%							
May 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%							
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		231	232	99.57%							
April 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	55,169	55,169	100.00%							
April 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	48	48	100.00%							
April 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	278	278	100.00%	0.00%	4,194	4,205	99.74%	5.11%	-0.826996	-1.502778
April 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	48	48	100.00%	0.0070	-,13-	4,200	55.1476	0.1170	0.020000	1.002110
April 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,700,581	2,637,971	1.02							
April 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	865.96	4,713	0.18							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							<u> </u>
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							<u> </u>
April 2018 April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%							<u> </u>
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	25,800	100.00%							<u> </u>
April 2018	Electronic Gateway Availability	GA-4 GA-4	System Availability - ASR	EXACT	-	N/A	0	0	100.0078							<u> </u>
April 2018 April 2018	Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic Diagnostic	N/A	0	0								L
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	-	N/A	1	2	50.00%	50.00%	4	4	100.00%	0.00%	0.430727	-0.738136
April 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity Parity	N/A	20:04	2	20:04	0:00	4697:14	128	36:42	34:29		-1.292066
April 2018 April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8:31	2	4:16	2:29	5:34	4	1:23	1:06		-0.217395
		MR-7A					0.31	2				131				
April 2018	Maintenance and Repair	MR-7A MR-7E	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24		18.32%	38.68%	-0.471805	-1.286837
April 2018	Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	2	4	50.00%	50.00%	0	
April 2018	Maintenance and Repair		Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	-	36	0.00%		4	143	2.80%	16.49%	-0.909736	-1.55308
April 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,466	0.00%	40.000/	1	7,848	0.01%	1.13%	-0.756008	-1.45962
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	37	2.70%	16.22%	231	19,083	1.21%	10.94%	0.348513	-0.788119
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	327	0.00%	18.000		1 000
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	90	2.22%	14.74%	4	159	2.52%	15.66%	-0.142079	-1.086378
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	215	0.00%		308	33,024	0.93%	9.61%	-1.418095	-1.862141
April 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	115	131	87.79%	32.74%	-0.371586	
April 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	2,136	0.15%	0.39%						-2.55236
April 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,421	0.00%	0.00%						-3
April 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	2,136	0.15%							
April 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,421	0.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%	1	1	100.00%	0.00%	-0.430727	-1.261864
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator Cl	LEC Denominator	CLEC Result CLE	EC Standard Deviatior CTL-Q Nun	erator CTL-	-Q Denominator	CTL-Q Result CT	L-Q Standard Deviatior	Modified Z Score	Parity Score
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%						
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	747	747	100.00%							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	7005.24	19,459	0.36							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16524.90	12,810	1.29							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23530.14	19,459	1.21							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4025.38	4,909	0.82							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4637,55	4,909	0.94		_					
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	754.00	1,885	0.40							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1344.72	1,293	1.04		_					
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2098.72	1,885	1.11		_					
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3175.60	3.736	0.85							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7296.00	3,840	1.90							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10471.60	3.736	2.80							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8281.80	7,740	1.07		_					
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6344.76	5,716	1.11		_					
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14626.56	7,740	1.89							
April 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2628.24	1,128	2.33							
April 2018	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.48	1,128	2.33							
April 2018 April 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A	3290.72	1,183	2.92							
	Ŭ				0											
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4022.95	6,595	0.61							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8730.80	13,432	0.65							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12753.75	6,595	1.93							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.30	1,135	0.18							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	789.66	1,926	0.41							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972	1.28							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2238.12	1,926	1.16							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2350.72	3,673	0.64							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54321.00	2,850	19.06							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56671.72	3,673	15.43							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8183.00	4,900	1.67							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8459.28	4,548	1.86							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66416.76	6,833	9.72							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24316.20	6,399	3.80							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48431.60	3,530	13.72							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4238.45	823	5.15							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18111.60	5,031	3.60							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3359.00	3,359	1.00							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5823.18	1,683	3.46							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	142	177	80.23%							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	81	90	90.00%							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	142	148	95.95%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	81	82	98.78%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
April 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	12:05	10	1:13							
April 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	79	79	100.00%		_					
April 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	4	4	100.00%							
April 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	125	125	100.00%							
April 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	7	7	100.00%							
April 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	24	24	100.00%							
April 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		245	246	99.59%							
March 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	51,148	51,172	99.95%							
March 2018	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	47	51,172	99.95%							
	-	BI-4A			-	N/A	196		100.00%	0.00%	3,810	2 000	99.66%	5.82%	-0.797591	-1.484901
March 2018 March 2018	Billing Billing	BI-4A BI-4B	UNEs and Resale Aggregate Reciprocal Compensation (MOU):	UNEs and Resale Aggregate Reciprocal Compensation	Parity	N/A N/A	47	196 47	99.96%	0.00%	3,010	3,823	33.00%	5.62%	-0.797591	-1.404901
					Diagnostic											
March 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	7,152,455	7,069,660	1.01							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator 0	CLEC Result C	LEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
March 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1053.79	4,873	0.22							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
March 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
March 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
March 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	2	2	100.00%	0.00%	0.430727	-0.738136
March 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	44:36	1	44:36	0:00	3223:08	86			0.442676	
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	14:52	1	14:52	0:00	0220.00		01.20	00.21	0.112010	0.100012
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13:46	. 1	13:46	0:00	4:44	2	2:22	1:29	0.612813	-0.627436
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	5:37	1	5:37	0:00	12584:15				-0.835544	
March 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0.07	1	0.00%	0.00%	12004.10	88			-0.314446	
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	00	0.0070	20.1070	0.01440	1.10111
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2		Parity	N/A	0	1	0.00%	0.00%	4	2	50.00%	50.00%	-0.816497	-1.496395
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable		N/A	0	1	0.00%	0.00%	48	_				
				Unbundled Loop Analog	Parity		0	1		0.00%	48				-0.430628	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A		36	0.00%	0.0701				11.62%	-0.633324	-1.385033
March 2018	Maintenance and Repair	MR-8 MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	10,610	0.01%	0.97%	0	-,			0.4000.00	0.75110
March 2018	Maintenance and Repair	init o	Trouble Rate	Residence	Parity	N/A		38	2.63%	16.01%	210				0.409246	-0.751196
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0					
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	88	1.14%	10.60%	2				-0.062234	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	216	0.46%	6.79%	306				-0.700979	
March 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	77	88	87.50%	33.07%	-0.375835	
March 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	2,184	0.15%	0.39%						-2.562198
March 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.00%	0.00%						-3
March 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	2,184	0.15%							
March 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,397	0.00%							
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	23	23	100.00%	0.00%						
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	23	23	100.00%	0.00%						
March 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	158	158	100.00%							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6809.25	19,455	0.35							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16426.24	12,833	1.28							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23235.49	19,455	1.19							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.92	4,906	0.82							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.58	4,906	0.94							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.80	1,872	0.40							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1346.10	1,282	1.05							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2094.90	1,872	1.12							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3171.35	3,731	0.85							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7282.70	3,833	1.90							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10454.05	3,731	2.80							·
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8421.34	7,726	1.09							·
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6271.10	5,701	1.10							·
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14692.44	7,726	1.10							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2538.69	1,099	2.31							(
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	645.15	1,099	0.55							<u> </u>
March 2018 March 2018	0	PO-1-IMA GUI PO-1-IMA GUI		TOTAL			3183.84	1,173	2.90							<u> </u>
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A N/A	4154.22	6,594	2.90							
	0		Pre-Order Response Times (Service Availability)		Diagnostic											L
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8595.20	13,430	0.64							L
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12749.42	6,594	1.93							L
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	214.32	1,128	0.19							L
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	768.40	1,921	0.40							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1241.60	970	1.28							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator C	LEC Result CLEO	C Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2224.32	1,921	1.16							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2384.85	3,669	0.65							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53797.20	2,824	19.05							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56182.05	3,669	15.31							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8235.36	4,902	1.68							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8400.85	4,541	1.85							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.79	6,823	9.73							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	23661.50	6,395	3.70							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48345.00	3,516	13.75							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4191.21	817	5.13							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18115.20	5,032	3.60							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3353.90	3,049	1.10							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5788.58	1,673	3.46							
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	125	178	70.22%							
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	62	79	78.48%							
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	28	3.57%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	125	131	95.42%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	62	63	98.41%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
March 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1:58	1	1:58							
March 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	31:33	22	1:26							
March 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	62	62	100.00%							
March 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
March 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	113	113	100.00%							
March 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
March 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	27	27	100.00%							
March 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	38	38	100.00%							
February 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		163	163	100.00%							
February 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	52,915	52,915	100.00%				<u> </u>			
February 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	50	50	100.00%							
February 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	238	238	100.00%	0.00%	4.501	4.548	98.97%	6 10.11%	-1.536763	-1.934285
February 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	50	50	100.00%		.,	.,				
February 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,051,911	3,014,074	1.01							
February 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	868.26	3,651	0.24				<u> </u>			
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-1		SIA	Diagnostic	N/A	27,360	27,360	100.00%				<u> </u>			
February 2018	Electronic Gateway Availability	GA-1		XML	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-3		EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2018	Electronic Gateway Availability	GA-3		RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2018	Electronic Gateway Availability	GA-4		EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2018	Electronic Gateway Availability	GA-4		EXACT	Diagnostic	N/A	0	0								
February 2018	Electronic Gateway Availability	GA-7		ALL	Diagnostic	N/A	0	0								
February 2018	Maintenance and Repair	MR-5B	, , ,	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
February 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	6 0.00%	0	
February 2018	Maintenance and Repair	MR-6E		LIS Trunk	Parity	N/A	0:05	1	0:05	0:00						
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4:18	1	4:18	0:00	1:43	1	1:43	3 0:00		
February 2018	Maintenance and Repair	MR-7E		LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	6 0.00%		
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	36	0.00%		1	147			-0.445049	-1.270571
February 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	10,562	0.01%	0.97%	0	8,424	0.00%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	41	0.00%		109				-0.479172	-1.291316
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	336	0.00%	o		
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	65	1.54%	12.31%	1	167			0.043325	-0.97366
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	217	0.00%		153				-0.993084	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,184	0.00%	0.00%						-3
February 2018			<u> </u>	LIS Trunk	Parity	N/A	0	2,397	0.00%	0.00%			(-3
February 2018 February 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl													
	Network Performance Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wir IGSR exci Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,184	0.00%						·	

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	206	206	100.00%							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6613.00	19,450	0.34							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12,830	1.30							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23292.00	19,450	1.20							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3970.62	4,902	0.81							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4561.18	4,902	0.93							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	729.30	1,870	0.39							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1354.68	1,278	1.06							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1,870	1.11							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3131.52	3,728	0.84							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7273.20	3,828	1.90							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10404.72	3,728	2.79							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7800.23	7,723	1.01							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6515.04	5,817	1.12							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14315.27	7,723	1.85							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2402.40	1,092	2.20							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	631.26	1,169	0.54							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66	1,092	2.78							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4020.51	6,591	0.61							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE		N/A	8191.69	13,429	0.61							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6,591	1.85							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00	1,125	0.20							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST		N/A	800.52	1,906	0.42							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234.44	972	1.27							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2259.96	1,906	1.19							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2343.68	3,662	0.64							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53720.19	2,817	19.07							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87	3,662	15.31							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8281.00	4,900	1.69							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8211.97	4,537	1.81							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.84	6,816	9.74							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24874.20	6,378	3.90							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47998.71	3,501	13.71							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4177.92	816	5.12							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17633.00	5,038	3.50							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3345.10	3,041	1.10							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5750.52	1,662	3.46							
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	112	173	64.74%							
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	56	74	75.68%							
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	3	66.67%							
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	-	N/A	112	115	97.39%							
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	56	56	100.00%							
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
February 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	21:16	- 1	21:16							
February 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	25:56	17	1:32							
February 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	55	55	100.00%							
February 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
February 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	105	105	100.00%							
February 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	103	12	100.00%							
February 2018	Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	12	12	100.00%							
February 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	53	53	100.00%							
February 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	00	100.00%							
January 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		211	212	99.53%							
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate		N/A	56.158	56.158	99.53%							
January 2018	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	00 0	U	N/A N/A	56,158	56,158	100.00%							
January 2018		BI-3B BI-4A		Reciprocal Compensation UNEs and Resale Aggregate	U	N/A N/A	220	220		0.00%	4.055	4.075	99.51%	6.99%	-1.014643	-1.616859
January 2018	Billing	DI-4A	UNEs and Resale Aggregate	UNES and Resale Aggregate	Parity	IN/A	220	220	100.00%	0.00%	4,055	4,075	99.01%	6.99%	-1.014643	-1.01059

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviatior CTL-C	Numerator CT	L-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
January 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	64	64	100.00%							
January 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,365,176	3,322,461	1.01							
January 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1107.66	4,939	0.22							
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
January 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
January 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
January 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	3	33.33%	47.14%	27	52	51.92%	49.96%	0.034833	-0.978823
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	37	0.00%		1	147	0.68%	8.22%	-0.44996	-1.273556
January 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,346	0.00%		0	8,568	0.00%			
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	41	0.00%		135	19,787	0.68%	8.23%	-0.530159	-1.322314
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	352	0.00%			
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	67	0.00%		1	168	0.60%	7.69%	-0.53555	-1.325591
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	218	0.00%		192	33,925	0.57%	7.50%	-1.110351	-1.675046
January 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	40	2,184	1.84%	4.73%						2.530549
January 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.00%	0.00%						-3
January 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	40	2,184	1.84%							
January 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,397	0.00%							
January 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	34	38	89.47%	30.69%	-0.652511	-1.396698
January 2018	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	25	25	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	28	28	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	6	83.33%	0.0070	20	20	100.0070	0.0070		
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	3	66.67%	47.14%	-0.612372	-1.372296
January 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	3	1	3.00	0.00	131	32	4.09	5.06	-0.212989	-1.129488
January 2018	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	0	1	0.00	0.00	10	11	0.91	0.70	-1.24226	-1.75524
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00	0.00	10		0.01	0.10	1.24220	1.70024
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	7	7	100.00%	0.00%	88	91	96.70%	17.86%	-0.470734	-1.286186
January 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	157	162	96.91%	0.0070	00	51	30.1070	11.0070	0.470704	1.200100
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6825.00	19,500	0.35							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16396.80	12,810	1.28							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL		N/A	23221.80	19,500	1.19							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic Diagnostic	N/A	4073.64	4,908	0.83							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A N/A	4073.04	4,908	0.85							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	-	N/A	694.20	1.780	0.30							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic Diagnostic	N/A N/A	1281.86	1,198	1.07							
	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	1976.06	1,198	1.11							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	0	N/A	3200.06	3,721	0.86							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic Diagnostic	N/A N/A	6863.40	3,721	1.80							
,	ő				0											
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A N/A	10063.46	3,721	2.70							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic		7764.88	7,688								
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341.48	7,688	1.87							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.77	1,083	2.19							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	615.86	1,162	0.53							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2987.63	1,083	2.76							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3952.80	6,588	0.60							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8055.60	13,426	0.60							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12008.40	6,588	1.82							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	262.20	1,140	0.23							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.00	1,900	0.43							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1227.50	982	1.25							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2306.70	1,900	1.21							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2303.28	3,656	0.63							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53435.25	2,805	19.05							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55738.53	3,656	15.25							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8545.56	4,828	1.77							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8260.98	4,539	1.82							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67087.44	6,902	9.72							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25444.00	6,361	4.00							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48308.19	3,493	13.83							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4110.60	806	5.10							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17119.00	5,035	3.40							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3636.00	3,030	1.20							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5522.16	1,596	3.46							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	153	192	79.69%							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	72	118	61.02%							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	153	153	100.00%							
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	72	72	100.00%							
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
January 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	65:07	17	3:50							
January 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	72	72	100.00%							<u> </u>
January 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1		100.00%							<u> </u>
January 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	150	150	100.00%							<u> </u>
January 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	21	21	100.00%							·
January 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							·
January 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	34	34	100.00%							<u> </u>
January 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							<u> </u>
December 2017	Billing	BI-2	Invoices Delivered within 10 Days	All			205	205	100.00%							<u> </u>
December 2017 December 2017	5	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Parity by Design Diagnostic	N/A	50.527	50.527	100.00%							<u> </u>
December 2017	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							<u> </u>
December 2017	0	BI-4A		UNEs and Resale Aggregate		N/A	231	233	99.14%	9.22%	4.531	4.552	99.54%	6.78%	0.497622	-0.69746
December 2017 December 2017	Billing	BI-4A BI-4B	UNEs and Resale Aggregate	00 0	Parity	N/A	47	47	100.00%	9.22%	4,531	4,002	99.54%	0./0%	0.497622	-0.69746
	0		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic											L
December 2017		DB-1B	7.41	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							L
December 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	798.33	3,653	0.22							L
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
December 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	3	66.67%	47.14%	-0.612372	-1.37229
December 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
December 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	18:36	1	18:36	0:00	4626:03	106	43:39	42:29	-0.586774	-1.35673
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3:07	1	3:07	0:00	56:45	3	18:55	28:26	-0.481234	-1.2925
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	16:48	2	8:24	0:18						
December 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	11	108	10.19%	30.25%	-0.335204	-1.2037
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%	0.00%		
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	31	3.23%	17.67%	3	157	1.91%	13.69%	-0.041941	-1.02549
December 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	10,250	0.02%	1.40%	0	8,424	0.00%	b		
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	43	2.33%	15.07%	171	20,036	0.85%	9.20%	0.497304	-0.69766
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	365	0.00%	b		
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	67	0.00%		3	181	1.66%	12.77%	-0.907824	-1.55191
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	218	0.00%		204	34,237	0.60%	7.70%	-1.139502	-1.69276
December 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	91					
December 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18	2,040	0.87%	2.64%						-0.38611
December 2017			0		,			0.007	0.000/					-		
December 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.00%	0.00%						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLE	C Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
December 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,397	0.00%							
December 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	33	38	86.84%	33.80%	-0.384227	-1.233593
December 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	20	20	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	7	7	100.00%							
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3	100.00%	0.00%	77	82	93.90%	23.93%	-0.433509	-1.263555
December 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	79	79	100.00%							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6822.90	19,494	0.35							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16262.35	12,805	1.27							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23085.25	19,494	1.18							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.10	4,905	0.82							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4611.22	4,905	0.94							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	678.30	1,785	0.38							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.48	1,231	1.08							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2007.78	1,785	1.12							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3235.53	3,719	0.87							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7239.00	3,810	1.90							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10474.53	3,719	2.82							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7843.80	7,690	1.02							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6640.50	5,825	1 14							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14484.30	7,690	1.88							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2354.40	1,080	2.18							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	626.94	1,161	0.54							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2981.34	1,080	2.76							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3885.15	6.585	0.59							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.75	13,425	0.59							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11805.90	6,585	1.79							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	282.50	1,130	0.25							(]
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A N/A	873.54	1,130	0.25							()
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1226.36	989	1.24							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A N/A	2382.40	1,899	1.24							()
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A N/A	2382.40	3,650	0.68							(]
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE		N/A N/A	53331.04	2,801	19.04							()
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic Diagnostic	N/A N/A	55813.04	3,650	15.29							(]
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response		N/A N/A	8588.50	4,825	1.78							()
	0				Diagnostic			4,825	1.78							()
	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	8251.88 67146.73	6,901	9.73							()
	Ū	PO-1-XML PO-1-XML			Diagnostic			6,365	4.20							[]
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A N/A	26733.00 48301.60	3.490	13.84							()
	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic											[]
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A N/A	4000.00	800	5.00 3.50							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	1477	17608.50	5,031	0.00							[]
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3926.00	3,020	1.30							[]
	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5518.70	1,595	3.46							l
	Pre-Ordering	PO-2A	All Electronic LSRs	2.11	Diagnostic	N/A	128	179	71.51%							µ]
	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	74		52.86%							
	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	128	129	99.22%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	74	74	100.00%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	82:21	34	2:25							
	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	73	73	100.00%							
December 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	5	5	100.00%							
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	119	119	100.00%							
	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	33	33	100.00%							
	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	9	9	100.00%							
December 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	44	44	100.00%							
December 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchm	nark CLEC Numerator C	LEC Denominator	CLEC Result C	LEC Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
November 2017 B	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	181	185	97.84%							
November 2017 B	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	53,608	53,608	100.00%							
November 2017 B	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22	22	100.00%							
November 2017 B	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	285	323	88.24%	32.22%	5,066	5,089	99.55%	6.71%	7.941444	3.82805
November 2017 B	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22	22	100.00%							
November 2017 D	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,000,507	2,972,123	1.01							
November 2017 D	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1665.95	4,334	0.38							
November 2017 E	lectronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
November 2017 E	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
	lectronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29.520	29.520	100.00%							
November 2017 E	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40.740	100.00%							
	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	20,000	100.0070							
	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
	Agintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
	Aaintenance and Repair	MR-5X	Out of Service cleared w/i 4 hours	Business	Parity	N/A	1	3	33.33%	47.14%	28	73	38.36%		-0.458173	-1.2785
	Aaintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	,	N/A	166:08	3	166:08	0:00	8188:21		81:04		1.126391	
		MR-6E			Parity	N/A N/A		1				101			1.120391	-0.31520
	Anintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity		3:07	1	3:07	0:00	3:05	1	3:05		0.004000	4.04070
	Naintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A		1	0.00%	0.00%	12	103	11.65%		-0.361386	-1.21970
	Naintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%			
	Naintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	25	0.00%		1	159	0.63%		-0.36977	-1.22480
	Naintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,274	0.00%		0	8,328	0.00%			
	Naintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	42	2.38%	15.25%	238	20,287	1.17%		0.2747	-0.83299
	laintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	367	0.00%			
	Naintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	69	1.45%	11.95%	1	183	0.55%		0.066626	
November 2017 M	Naintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	220	0.00%		315	34,555	0.91%		-1.418148	
November 2017 M	Naintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	85	103	82.52%	37.98%	-0.457961	-1.27842
	letwork Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15	2,088	0.72%	2.24%						-0.83172
November 2017 N	letwork Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,301	0.01%	0.03%						-2.98122
November 2017 N	letwork Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	15	2,088	0.72%							
November 2017 N	letwork Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	2,397	0.17%							
November 2017 O	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
November 2017 O	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	1.00	0.00						
November 2017 O	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
November 2017 O	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
November 2017 O	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	54	60	90.00%	30.00%	-0.463739	-1.28193
November 2017 O	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5	5	100.00%							
November 2017 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6626.60	19,490	0.34					1		
November 2017 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16112.88	12,788	1.26					1		
November 2017 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22739.48	19,490	1.17							
November 2017 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3969.00	4,900	0.81							
November 2017 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4521.00	4,900	0.92							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1,780	0.39							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1306.98	1,233	1.06							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.18	1,780	1.12							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3196.62	3,717	0.86							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7612.00	3,806	2.00							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10808.62	3,717	2.91							(
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7868.17	7,639	1.03							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.03							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14444.77	7,639	1.13							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	-	N/A	2345.77	1,081	2.17							
	0				Diagnostic											(
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.00	1,150	0.56							(
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2989.77	1,081	2.77							(
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3817.56	6,582	0.58							L
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7784.18	13,421	0.58							L
November 2017 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11601.74	6,582	1.76							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator C	LEC Result CL	EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	270.72	1,128	0.24					Ĩ		
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	890.65	1,895	0.47							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1201.70	985	1.22							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2363.07	1,895	1.25							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2428.75	3,625	0.67							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51723.54	2,718	19.03							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54152.29	3,625	14.94							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8483.20	4,820	1.76							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8195.68	4,528	1.81							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67068.00	6,900	9.72							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26084.20	6,362	4.10							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48252.87	3,489	13.83							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4074.90	799	5.10							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17068.00	5,020	3.40							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3922.10	3,017	1.30							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5515.24	1,594	3.46							
November 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	106	134	79.10%							
November 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	100	149	67.11%							
November 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	14	18	77.78%							
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	106	106	100.00%							
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	100	100	100.00%							
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	14	14	100.00%							
November 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	52:17	26	2:01							
November 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	97	97	100.00%							
November 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	14	14	100.00%							
November 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	98	98	100.00%							
November 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	22	22	100.00%							
November 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
November 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	23	23	100.00%							
November 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
October 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desigr	n N/A	193	193	100.00%							
October 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	55,020	55,020	100.00%							
October 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
October 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	244	244	100.00%	0.00%	4,844	4,855	99.77%	4.75%	-0.726342	-1.441585
October 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
October 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,626,449	3,599,644	1.01							
October 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1141.50	5,001	0.23							
October 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
October 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
October 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
October 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
October 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
October 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
October 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
October 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
October 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	54	100	54.00%	49.84%	-0.918378	-1.558334
October 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1:35	1	1:35	0:00	5:26	2	2:43	0:54	-1.033152	-1.628112
October 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%	0.00%		
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	27	3.70%	18.89%	3	163	1.84%	13.44%	0.09743	-0.940767
October 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,202	0.00%		0	8,338	0.00%			
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	43	0.00%		333	20,589	1.62%	12.61%	-0.839898	-1.510622
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	372	0.00%			
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	76	0.00%		3	187	1.60%	12.56%	-0.938645	
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	231	0.00%		445	34,865	1.28%	11.23%	-1.72245	-2.04717
October 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	1,920	0.28%	0.83%						-2.16375
October 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.01%	0.09%						-2.963354
October 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	7	1,968	0.37%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CI	EC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
October 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,397	0.01%							
October 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	72	79	91.14%	28.42%	-0.608397	-1.369879
October 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	33	33	100.00%	0.00%		
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
October 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	3	1	3.00	0.00	332	63	5.27	11.15	-0.201945	-1.122774
October 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	0	1	0.00	0.00	18	17	1.06	0.56	-1.85164	-2.125717
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	-					· · ·
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	6	6	100.00%	0.00%	131	143	91.61%	27.73%	-0.726282	-1.441548
October 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	286	286	100.00%	0.0070	101	110	01.0170	21.1070	0.7 20202	
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6631.70	19,505	0.34							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15987.50	12,790	1.25							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22619.20	19,505	1.16							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3917.60	4,897	0.80							
	-				-											
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4439.10	4,897	0.91							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	698.00	1,745	0.40							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1291.50	1,230	1.05							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1989.50	1,745	1.14							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3157.75	3,715	0.85							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7986.30	3,803	2.10							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11144.05	3,715	3.00							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7782.60	7,630	1.02							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6512.80	5,815	1.12							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14295.40	7,630	1.87							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2382.72	1,088	2.19							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.36	1,142	0.58							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3045.08	1,088	2.80							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3751.17	6,581	0.57							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7772.00	13,400	0.58							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11523.17	6.581	1.75							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	253.00	1,100	0.23							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	864.80	1.880	0.46							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1187.01	981	1.21							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2304.81	1,880	1.23							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2498.49	3,621	0.69							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51544.20	2,710	19.02							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54042.69	3,621	14.92							
October 2017 October 2017	Ū	PO-1-XML			0			4,823	14.92							
	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8440.25									
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8141.40	4,523	1.80							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67107.81	6,897	9.73							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26670.00	6,350	4.20							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48371.80	3,485	13.88							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3999.60	792	5.05							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17552.50	5,015	3.50							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3612.00	3,010	1.20							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5504.86		3.46							
October 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	147	181	81.22%							
October 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	130	174	74.71%							
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	147	147	100.00%							
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	130	130	100.00%							
October 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	8:16	7	1:11							
October 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	129	129	100.00%							
October 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	137	137	100.00%							
October 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	10		100.00%							
October 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
October 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	31	31	100.00%							
October 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
September 2017	U U	BI-2	Invoices Delivered within 10 Days		Parity by Design		207	208	99.52%							
	-	BI-3A		/			57.056									
September 2017	Dilling	DI-JA	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	57,056	57,056	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator C	LEC Denominator C	CLEC Result CLEC	Standard Deviatior CTL	-Q Numerator CTL	-Q Denominator	CTL-Q Result CTL-Q	Standard Deviatior	Modified Z Score	Parity Score
September 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	59	59	100.00%							
September 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	286	286	100.00%	0.00%	5,285	5,295	99.81%	4.34%	-0.716535	-1.43562
September 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	59	59	100.00%							
September 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	5,203,914	4,733,144	1.10							
September 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1126.32	4,914	0.23							
September 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,340	29,340	100.00%							
September 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							
	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
	, ,	GA-4 GA-4		EXACT	-	N/A	0	20,300	100.0078							
	Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR	ALL	Diagnostic	N/A N/A	0	0								
	Electronic Gateway Availability		Timely Outage Resolution after Software Releases		Diagnostic		0	0	10 500/	00.070/						
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	8	12.50%	33.07%			100.000/	0.000/	1 0000 1	
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	8	8	100.00%	0.00%	1.22064	
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	38	85	44.71%	49.72%	0.483545	-0.70602
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	49:55	8	6:14	2:22						
September 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:02	1	5:02	0:00	12:13	5	2:27	1:21	0.834499	-0.49266
September 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	35	192	18.23%	38.61%	-0.47093	-1.28630
September 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	1	8	12.50%	33.07%						
September 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	2	8	25.00%	43.30%	-0.544331	-1.3309
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	27	0.00%		8	163	4.91%	21.60%	-1.093397	-1.66473
September 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	8	10,106	0.08%	2.81%	0	8,448	0.00%			
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	37	2.70%	16.22%	316	20,807	1.52%	12.23%	0.168562	-0.89752
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	372	0.00%			
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	76	1.32%	11.40%	8	186	4.30%	20.29%	-1.080828	-1.65709
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	231	0.00%		414	35,228	1.18%	10.78%	-1.652	-2.00434
	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	151	192	78.65%	40.98%	0.780268	-0.52563
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	10	1,920	0.51%	1.35%	101	132	10.0070	40.0070	0.700200	-1.45687
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	2,373	0.20%	0.80%						-2.38528
			-				10			0.00%						-2.36326
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A		1,920	0.51%							
	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	6	2,397	0.23%	0.000/			00.050/	0.4.4404	0.000110	
	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	69	80	86.25%	34.44%	-0.866148	
	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	34	35	97.14%	16.66%	-0.23589	-1.14341
September 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
September 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	3	1	3.00	0.00	277	59	4.69	3.35	-0.501864	-1.30511
September 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	7	7	100.00%	0.00%	136	142	95.77%	20.12%	-0.542508	-1.32982
September 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	112	112	100.00%							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6435.00	19,500	0.33							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15360.00	12,800	1.20							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21795.00	19,500	1.12							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3963.33	4,893	0.81							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4484.27	4.893	0.92							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	696.00	1,740	0.40							
September 2017	0	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.24	1,746	1.04							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1950.24	1,740	1.12							
	0				0											
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3118.08	3,712	0.84							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7980.00	3,800	2.10							
September 2017	-	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11098.08	3,712	2.99							
September 2017	Ū	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7699.23	7,623	1.01							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6555.13	5,801	1.13							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14254.36	7,623	1.87							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2374.02	1,089	2.18							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	649.80	1,140	0.57							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3023.82	1,089	2.78							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3684.80	6,580	0.56							
			Pre-Order Response Times (Service Availability)	RESPONSE												

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator C	LEC Denominator C	LEC Result CLE	EC Standard Deviatior CTL-Q Nu	merator C	TL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11544.19	6,580	1.75							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.31	1,097	0.23							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	860.20	1,870	0.46							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1176.00	980	1.20							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2288.51	1,870	1.22							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2461.60	3,620	0.68							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51555.12	2,712	19.01							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54016.72	3,620	14.92							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8243.91	4,821	1.71		_					
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8047.38	4,521	1.78		_					
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67019.40	6,895	9.72		_					
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26446.14	6,342	4.17							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47981.96	3,482	13.78							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3997.40	790	5.06							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17581.59	5,009	3.51							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3615.60	3,013	1.20							
September 2017	-	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic	N/A	5501.40	1,590	3.46							
	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	118	163	72.39%							
	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	117	162	72.22%							
	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	118	120	98.33%							
	Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	117	120	100.00%							
	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	117	117	100.00%							
	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate		N/A	43:51	40	1:06							
September 2017 September 2017	-	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Diagnostic Benchmark	95.00%	43:51	116	100.00%							
	0	PO-5A-(a)		00 0		95.00%	1	110	100.00%							
	Pre-Ordering Pre-Ordering	PO-5A-(b) PO-5A-(c)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark Benchmark	95.00%	110	111	99.10%							
	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs			90.00%	11	11	100.00%							
	ő	. ,		Resale Aggregate	Benchmark		11									
	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	36	36	100.00%							
	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
August 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		208	208	100.00%							
August 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	58,903	58,903	100.00%							
August 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	56	56	100.00%							
August 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	344	345	99.71%	5.38%	7,560	7,573	99.83%	4.14%	0.08956	-0.94555
August 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	56	56	100.00%							
August 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,803,802	4,428,264	1.08							
August 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1163.60	5,401	0.22							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
August 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
August 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
	Electronic Octoor Accellet III	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
August 2017	Electronic Gateway Availability	0/11			Diagnostic	N/A	0	0								
August 2017 August 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	14/7 4	Ů									
-			Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 2	ALL LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
August 2017	Electronic Gateway Availability	GA-7			-			1	0.00% 16:51	0.00%						
August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1 1 3		0:00	24350:00	442	55:05	69:31	-0.827987	-1.5033
August 2017 August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair	GA-7 MR-5B MR-6E	All Troubles Cleared w/i 4 Hours-Zone 2 Mean Time to Restore Interval Zone 2	LIS Trunk LIS Trunk	Parity Parity	N/A N/A	0 16:51	1 1 3 1	16:51	0:00	24350:00	442	55:05	69:31	-0.827987	-1.5033
August 2017 August 2017 August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-7 MR-5B MR-6E MR-6E	All Troubles Cleared w/i 4 Hours-Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	LIS Trunk LIS Trunk Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A	0 16:51 65:14	1 1 3 1 3	16:51 21:45	0:00 14:50	24350:00	442 529	55:05	69:31	-0.827987 -0.8646	
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-7 MR-5B MR-6E MR-6E MR-7E	All Troubles Cleared w/i 4 Hours-Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk LIS Trunk Unbundled Loop Analog LIS Trunk	Parity Parity Parity Parity	N/A N/A N/A N/A	0 16:51 65:14 0	1	16:51 21:45 0.00%	0:00 14:50 0.00%						-1.5256
August 2017 August 2017 August 2017 August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-7 MR-5B MR-6E MR-6E MR-7E MR-7E	All Troubles Cleared w/i 4 Hours-Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk LIS Trunk Unbundled Loop Analog LIS Trunk Unbundled Loop Analog	Parity Parity Parity Parity Parity	N/A N/A N/A N/A	0 16:51 65:14 0 0	1	16:51 21:45 0.00% 0.00%	0:00 14:50 0.00%	106	529	20.04%	40.03%	-0.8646	-1.5256
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-7 MR-5B MR-6E MR-6E MR-7E MR-7E MR-7E MR-8	All Troubles Cleared w/i 4 Hours-Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate	LIS Trunk LIS Trunk Unbundled Loop Analog LIS Trunk Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	0 16:51 65:14 0 0	1 3 27	16:51 21:45 0.00% 0.00% 0.00% 0.01%	0:00 14:50 2 0.00% 0.00%	106 4 0	529 165 8,568	20.04% 2.42% 0.00%	40.03% 15.38%	-0.8646 -0.75926	-1.5256 -1.46159
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-7 MR-58 MR-6E MR-6E MR-7E MR-7E MR-8 MR-8	All Troubles Cleared w/i 4 Hours-Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	LIS Trunk LIS Trunk Unbundled Loop Analog LIS Trunk Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	0 16:51 65:14 0 0 0	1 3 27 10,106	16:51 21:45 0.00% 0.00%	0:00 14:50 2 0.00% 0.00%	106 4	529 165	20.04% 2.42%	40.03%	-0.8646	-1.5256 -1.46159
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair	GA-7 MR-5B MR-6E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8	All Troubles Cleared w/i 4 Hours-Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate Trouble Rate	LIS Trunk LIS Trunk Unbundled Loop Analog LIS Trunk Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	0 16:51 65:14 0 0 0 1 1	1 3 27 10,106 38 19	16:51 21:45 0.00% 0.00% 0.00% 0.01% 0.00% 0.00%	0:00 14:50 2 0.00% 0.00%	106 4 0 391	529 165 8,568 21,048	20.04% 2.42% 0.00% 1.86% 0.00%	40.03% 15.38% 13.50%	-0.8646 -0.75926	-1.5256 -1.46159 -1.51514
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-7 MR-6E MR-6E MR-7E MR-7E MR-7E MR-8 MR-8 MR-8	All Troubles Cleared w/i 4 Hours-Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate	LIS Trunk LIS Trunk Unbundled Loop Analog LIS Trunk Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A	0 16:51 65:14 0 0 0 1 1 0 0	1 3 27 10,106 38	16:51 21:45 0.00% 0.00% 0.00% 0.01% 0.00%	0:00 14:50 2 0.00% 0.00%	106 4 0 391 0	529 165 8,568 21,048 374	20.04% 2.42% 0.00% 1.86%	40.03% 15.38%	-0.8646 -0.75926 -0.847334	-1.5256 -1.46159

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator		CLEC Result CLE	EC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
August 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,349	0.00%	0.00%						4
August 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,920	0.00%							
August 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,397	0.08%							
August 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	102	113	90.27%	29.64%	-0.326951	-1.198772
August 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	40	47	85.11%	35.60%	-0.579409	-1.352255
August 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	6	1	6.00	0.00	272	39	6.97	8.43	-0.11416	-1.069404
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3	100.00%	0.00%	187	204	91.67%	27.64%	-0.518435	-1.315186
August 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	156	156	100.00%							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6681.68	19,652	0.34							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16737.50	12,875	1.30							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23419.18	19,652	1.19							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4329.60	4,920	0.88							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4853.48	4,920	0.99							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	725.70	1,770	0.41							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.80	1,220	1.09							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2055.50	1,770	1.16							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3024.00	3,600	0.84							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7991.55	3,717	2.15							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11015.55	3,600	3.06							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7900.00	7,900	1.00							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6840.00		1.20							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14740.00		1.87							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2343.50		2.15							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	660.00	1,200	0.55							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3003.50		2.76							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3380.00		0.52							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.00		0.60							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11300.00		1.74							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	274.50		0.25							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	855.00		0.45							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1261.00		1.30							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2390.50		1.26							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2590.00		0.70							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51415.95		19.05							(
August 2017 August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54005.95		14.60							(
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8160.00		1.70							(
August 2017 August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A N/A	8214.31	4,589	1.70							
August 2017 August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl: Scheduler XML)	XML Request/Response	Diagnostic	N/A	67824.35		9.71							(
August 2017 August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	-	N/A	27392.00		4.28							
August 2017 August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic Diagnostic	N/A N/A	47913.06		13.78							
August 2017 August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Leop dual Tools XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3956.40		5.04							
August 2017 August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A N/A	17500.00		3.50							
August 2017 August 2017		PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	-	N/A N/A	3900.00		1.30							
-	Pre-Ordering	PO-1-XML			Diagnostic				3.46							
August 2017	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5781.66									
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	160		78.82%							
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	124		65.26%							
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	160		99.38%							L
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	124		100.00%							<u> </u>
August 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	34:59		3:30							<u> </u>
August 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	121	121	100.00%							<u> </u>
August 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
August 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	154		100.00%							
August 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20		95.24%							
August 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	35		100.00%							
July 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desig		237		98.75%							
July 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	60,325		100.00%							
July 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	63		100.00%							
July 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	314	315	99.68%	5.63%	6,026	6,070	99.28%	8.48%	-0.831104	-1.505275

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator C	CLEC Denominator	CLEC Result CLE	C Standard Deviatior C	TL-Q Numerator CT	TL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
July 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	63	63	100.00%							
July 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,045,810	3,766,648	1.07							
July 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1448.12	7,001	0.21							
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							1
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
July 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							1
July 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
July 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
July 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
July 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	21	77	27.27%	44.54%	-0.615141	1 -1.37397
July 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	160:51	1	160:51	0:00	17161:53	183	93:47	101:45	0.930717	-0.43416
July 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24	187	12.83%	33.45%	-0.382696	-1.23266
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	29	0.00%		0	172	0.00%			
July 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,106	0.00%		0	8,400	0.00%			
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	42	2.38%	15.25%	315	21,229	1.48%	12.09%	0.082805	-0.94965
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	374	0.00%			1
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	76	0.00%		0	196	0.00%			
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	232	0.00%		404	35,832	1.13%	10.56%	-1.621287	-1.98567
July 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	155	187	82.89%	37.66%	0.932528	-0.43306
July 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,920	0.00%	0.00%						
July 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.01%	0.08%						-2.96515
July 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,920	0.00%							
July 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,397	0.01%							
July 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	80	92	86.96%	33.68%	-0.660144	4 -1.40133
July 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	0	1	0.00%	0.00%	33	36	91.67%	27.64%	1.236652	-0.24816
July 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	32	32	100.00%	0.00%		
July 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	10	1	10.00	0.00	621	75	8.28	5.67	0.510073	-0.68989
July 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	9	1	9.00	0.00	144	27	5.33	2.97	0.946291	-0.42469
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	7	7	100.00%	0.00%	149	162	91.98%	27.17%	-0.765141	1 -1.46517
July 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	168	168	100.00%							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6375.27	19,319	0.33							1
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15832.56	12,872	1.23							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22207.83	19,319	1.15							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3289.26	4,217	0.78							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3776.11	4,217	0.90							1
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.60	1,760	0.41							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1310.04	1,213	1.08							1
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2031.64	1,760	1.15							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3219.57	3,879	0.83							1
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7982.95	3,713	2.15							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11202.52	3,879	2.89							1
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8154.64	7,841	1.04							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6608.16	5,648	1.17							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14762.80	7,841	1.88							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2272.47	1,077	2.11							[
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	690.78	1,191	0.58							[
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2963.25	1,077	2.75							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3343.08	6,429	0.52							1
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7778.56	13,184	0.59							1
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11121.64	6,429	1.73							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	228.90	1,090	0.21							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	791.20	1,978	0.40							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1248.00	960	1.30							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2268.10	1,978	1.15							<u> </u>
July 2017								.,=								
July 2017 July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2236.00	3,440	0.65							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator CL	EC Denominator	CLEC Result CL	EC Standard Deviatior C1	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result CTL-	Q Standard Deviatior	Nodified Z Score	Parity Score
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	52463.52	3,440	15.25							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8737.47	4,623	1.89							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8418.18	4,866	1.73							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67725.40	6,982	9.70							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26144.10	6,315	4.14							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47393.89	3,467	13.67							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3925.64	782	5.02							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15014.61	4,797	3.13							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3716.12	3,046	1.22							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5715.92	1,652	3.46							
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	138	188	73.40%							
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	145	214	67.76%							
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	138	139	99.28%							
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	145	145	100.00%							
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
July 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	24:08	13	1:51							
July 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	143	143	100.00%							
July 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	2	2	100.00%							
July 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	129	131	98.47%							
July 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	28	28	100.00%							
July 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
July 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							
July 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
June 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	155	155	100.00%							
June 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	59,807	59,807	100.00%							
June 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	55	55	100.00%							
June 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	358	358	100.00%	0.00%	5,648	5,670	99.61%	6.22%	-1.145277	-1.69627
June 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	55	55	100.00%							
June 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,753,640	3,491,456	1.08							
June 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1502.76	6,944	0.22							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
June 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
June 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	38	96	39.58%	48.90%	-0.298148	-1.18126
June 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	21:26	1	21:26	0:00	12961:23	184	70:27	74:47	-0.653572	
June 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	13:00	2	6:30	4:27	30098:27	418	72:00	75:35	-1.222611	-1.74329
June 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	34	192	17.71%	38.17%	-0.462682	
June 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	72	430	16.74%	37.34%	-0.63275	-1.38468
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	23	0.00%		4	121	3.31%	17.88%	-0.812854	
June 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10.106	0.00%		- 0	8.424	0.00%		5.012004	
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	33	3.03%	17.14%	332	21,444	1.55%	12.35%	0.245248	-0.850
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		002	375	0.00%	12.0070	512 102 10	0.000
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	77	0.00%		5	196	2.55%	15.77%	-1.202986	-1.73136
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	236	0.85%	9.17%	430	36,165	1.19%	10.84%	-0.482491	-1.29333
June 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	163	192	84.90%	35.81%	-0.420704	-1.2557
June 2017 June 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A N/A	0	1,920	0.00%	0.00%	103	192	04.3076	33.0170	5.4207.04	-2.9992
June 2017 June 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A N/A	0	2,397	0.00%	0.08%						-2.96695
June 2017 June 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,920	0.01%	0.00%						-2.90095
June 2017 June 2017	Network Performance	NI-1C NI-1D	-	LIS Trunk	-	N/A N/A	0	2,397	0.00%							
			Trunk Blockage to CTL-Q End Ofc w/o TGSR excl		Diagnostic		0	2,397		0.000/	05	440	94.070/	20 500/	0 400070	4 0004
June 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	95 46	113	84.07%	36.59%	-0.433372	
June 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%		54	85.19%	35.52%	-0.579141	-1.35209
June 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4	100.00%	0.00%	35	35	100.00%	0.00%		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	k CLEC Numerator	CLEC Denominator	CLEC Result CLE	C Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	9	1	9.00	0.00	543	95	5.72	6.09	0.796055	-0.516033
June 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	18	2	9.00	2.83	225	42	5.36	3.69	1.231864	-0.25108
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	6	7	85.71%	34.99%	185	203	91.13%	28.43%	0.024222	-0.985274
June 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	179	179	100.00%							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6582.18	19,946	0.33							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	14546.62	12,022	1.21							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21128.80	19,946	1.06							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3752.58	4,811	0.78							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4228.64	4,811	0.88							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	712.58	1,738	0.41							
June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	-	N/A	1269.88	1,738	1.06							
June 2017 June 2017	5	PO-1-IMA GUI		TOTAL	Diagnostic	N/A N/A	1209.00	1,198	1.14							
	Pre-Ordering		Pre-Order Response Times (Facility Assignment)		Diagnostic			7.11								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2904.72	3,458	0.84							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7952.24	3,716	2.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10856.96	3,458	3.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7985.52	7,394	1.08							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890	1.15							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14759.02	7,394	2.00							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2315.31	1,087	2.13							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2962.23	1,087	2.73							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3690.40	6,590	0.56							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42	13,549	0.58							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11548.82	6,590	1.75							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.08	1,096	0.23							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.95	1,995	0.41							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1240.20	954	1.30							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2310.23	1,995	1.16							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2653.20	3,685	0.72							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40	2,780	19.13							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55834.60	3,685	15.15							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response		N/A	8374.95	4,527	1.85							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A N/A	7921.67	4,579	1.73							
	-				Diagnostic											
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68773.50	6,975	9.86							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26409.24	6,318	4.18							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46883.44	3,478	13.48							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3914.21	769	5.09							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	3.15							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156	1.20							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5577.52	1,612	3.46							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	107	153	69.93%							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	142	201	70.65%							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	6	7	85.71%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	107	109	98.17%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	142	142	100.00%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	6	6	100.00%							
June 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	4:18	16	0:16							
June 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	138	138	100.00%							
June 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	6	6	100.00%							(
June 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	102	102	100.00%							
June 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	0.52	100.00%							
June 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	41	41	100.00%							(
June 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	41	+1	100.00%							(
May 2017	0	BI-2	Invoices Delivered within 10 Days	All			214	214	100.00%							
,	Billing		,		Parity by Design											<i>'</i>
May 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	59,964	59,964	100.00%							l
May 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	62	62	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator C	LEC Denominator	CLEC Result CL	EC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result CTL	-Q Standard Deviatior	Modified Z Score	Parity Score
May 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	375	375	100.00%	0.00%	5,192	5,209	99.67%	5.70%	-1.07023	-1.650654
May 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	62	62	100.00%							
May 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,428,448	4,099,559	1.08							
May 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1261.87	6,522	0.19							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30.600	30,600	100.00%							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
May 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
May 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
May 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0	100.0070							
May 2017	Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2017 May 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
May 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 4 hours	Business	Parity	N/A	0	2	0.00%	0.00%	49	85	57.65%	49.41%	0.175782	-0.893132
May 2017 May 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence		N/A N/A	49:09	1	49:09	0:00%	12179:48	180	67:40	85:34	-0.215769	-0.893132
					Parity			1				100			-0.215769	-1.131176
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	91:10	2	45:35	20:16	106:41		106:41	0:00	0.550000	4 005700
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	6:44	1	6:44	0:00	30907:46	397	77:51	128:36	-0.552338	-1.335798
May 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	35	190	18.42%	38.77%	-0.473945	-1.288138
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	72	423	17.02%	37.58%	-0.452376	-1.275025
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	23	0.00%		2	126	1.59%	12.50%	-0.560093	-1.340512
May 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	9,962	0.02%	1.42%	1	8,496	0.01%	1.08%	0.51846	-0.684799
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	30	3.33%	17.95%	329	21,656	1.52%	12.23%	0.334694	-0.79652
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	376	0.00%			
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	79	0.00%		2	212	0.94%	9.67%	-0.740356	-1.450104
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	241	0.41%	6.43%	422	36,377	1.16%	10.71%	-1.076716	-1.654597
May 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	148	189	78.31%	41.22%	0.768643	-0.532698
May 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,920	0.00%	0.00%						-3
May 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,301	0.00%	0.00%						-3
May 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,920	0.00%							
May 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,301	0.00%							
May 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	97	102	95.10%	21.59%	-0.387583	-1.235634
May 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	40	40	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	9	2	4.50	2.12	538	81	6.64	4.55	-0.658005	-1.400039
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	2	4	50.00%	50.00%	179	188	95.21%	21.35%	2.122957	0.290666
May 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	207	207	100.00%							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6919.85	19,771	0.35							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15725.16	12,996	1.21							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22645.01	19,771	1.15							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.76	4,126	0.76							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3596.20	4,126	0.87							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	755.94	1,758	0.43							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.75	1,195	1.05							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2010.69	1,758	1.14							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3239.04	3,856	0.84							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7994.79	3,789	2.11							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11233.83	3,856	2.91							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8333.16	7,788	1.07							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7,788	1.13							
May 2017 May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A N/A	2196.03	1,031	2.13							
May 2017 May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A N/A	667.52	1,192	0.56							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A	2863.55	1,192	2.78							
May 2017	ő				Diagnostic											
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3654.56	6,526	0.56							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7429.38	13,034	0.57							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11083.94	6,526	1.70							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	272.75	1,091	0.25							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.58	1,938	0.41							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1245.87	981	1.27							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2313.20	1,938	1.19							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539	0.72							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766	19.04							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55212.72	3,539	15.60							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8393.45	4,537	1.85							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68673.36	6,979	9.84							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26253.76	6,311	4.16							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46869.96	3,477	13.48							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3949.84	776	5.09							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15375.15	4,881	3.15							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3816.34	3,154	1.21							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	127	181	70.17%							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	106	159	66.67%							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	127	127	100.00%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	106	106	100.00%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
May 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:01	2	2:01							
May 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45:52	56	0:49							
May 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	106	106	100.00%							
May 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
May 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	122	122	100.00%							
May 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
May 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							
May 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%							