



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

May 2018 Aggregate Performance Report SD.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	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								
May 2018	Electronic Gateway Availability	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	1	1	100.00%	0.00%						
May 2018	Maintenance 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%						
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	-1.498111
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	-1.1431
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	245	89.66%	30.45%	-0.338518	-1.205804
May 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	1	2,232	0.03%	0.18%						
May 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	2,421	0.00%	0.00%						
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	-1.372296
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	0.00		
May 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	453	453	100.00%							
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							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23490.70	19,462	1.21							
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	0.94							
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							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	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	N/A	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%							
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%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%							
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	25,800	100.00%							
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
April 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/ 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	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/ MSA	Residence	Parity	N/A	20:04	1	20:04	0:00	4697:14	128	36:42	34:29	-0.480406	-1.292066
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8:31	2	4:18	2:29	5:34	4	1:23	1:06	1.287271	-0.217395
April 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24	131	18.32%	38.68%	-0.471805	-1.286837
April 2018	Maintenance and Repair	MR-7E	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	-1
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	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%		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%			
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/ MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	115	131	87.79%	32.74%	-0.371586	-1.225908
April 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ 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 w/ 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%						

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	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	N/A	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%							
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%	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							
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	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
February 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	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%	0.00%	0	-1
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	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	0:00		
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	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%	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	0.68%	8.22%	-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	19,532	0.56%	7.45%	-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%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	65	1.54%	12.31%	1	167	0.60%	7.72%	0.043325	-0.97366
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	217	0.00%		153	33,602	0.46%	6.73%	-0.993084	-1.603752
February 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	2,184	0.00%	0.00%						-3
February 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.00%	0.00%						-3
February 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,184	0.00%							
February 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%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviator	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviator	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 (Apt. 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%							
January 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	1	1	100.00%							
January 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	150	150	100.00%							
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%							
January 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
December 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	205	205	100.00%							
December 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	50,527	50,527	100.00%							
December 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
December 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	231	233	99.14%	9.22%	4,531	4,552	99.54%	6.78%	0.497622	-0.697467
December 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
December 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							
December 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	798.33	3,653	0.22							
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	-1.372296
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	-1.356733
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	-1.29257
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	-1.20379
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	-1.025498
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%			
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	-0.697661
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%			
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	-1.551918
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	-1.692768
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	108	84.26%	36.42%	-0.430232	-1.261562
December 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	18	2,040	0.87%	2.64%						-0.386118
December 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.00%	0.00%						-3
December 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	18	2,040	0.87%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC 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							
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 Design	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/ 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/ 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	-1.570656
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	-2.047175
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%							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	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							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3997.40	790	5.06							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17581.59	5,009	3.51							
September 2017	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	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5501.40	1,590	3.46							
September 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	118	163	72.39%							
September 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	117	162	72.22%							
September 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
September 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	118	120	98.33%							
September 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	117	117	100.00%							
September 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
September 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	43:51	40	1.06							
September 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	116	116	100.00%							
September 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	1	1	100.00%							
September 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	110	111	99.10%							
September 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
September 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	1	1	100.00%							
September 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	36	36	100.00%							
September 2017	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	N/A	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	-0.945551
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%							
August 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
August 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2017	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%						
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	16:51	1	16:51	0:00						
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	65:14	3	21:45	14:50	24350:00	442	55:05	69:31	-0.827987	-1.50338
August 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
August 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	106	529	20.04%	40.03%	-0.8646	-1.52564
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	27	0.00%		4	165	2.42%	15.38%	-0.75926	-1.461597
August 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	10,106	0.01%	0.99%	0	8,568	0.00%			
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	38	0.00%		391	21,048	1.86%	13.50%	-0.847334	-1.515143
August 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%			
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	76	0.00%		4	188	2.13%	14.43%	-1.084688	-1.659443
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	232	1.29%	11.30%	529	35,599	1.49%	12.10%	-0.242043	-1.147152
August 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

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified 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	-1.696279
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/ 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	38	96	39.58%	48.90%	-0.298148	-1.181261
June 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/ MSA	Residence	Parity	N/A	21:26	1	21:26	0:00	12961:23	184	70:27	74:47	-0.653572	-1.397344
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	-1.743295
June 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/ MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	34	192	17.71%	38.17%	-0.462682	-1.281291
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	-1.384685
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	-1.49418
June 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,106	0.00%		0	8,424	0.00%			
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	-0.8509
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	375	0.00%			
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	-1.731363
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	-1.293334
June 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	163	192	84.90%	35.81%	-0.420704	-1.25577
June 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	1,920	0.00%	0.00%						-2.99925
June 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.01%	0.08%						-2.966959
June 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%							
June 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%							
June 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	95	113	84.07%	36.59%	-0.433372	-1.263472
June 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	46	54	85.19%	35.52%	-0.579141	-1.352092
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%		

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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%							