

Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota January 2017 - January 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.

February 13, 2018

CenturyLink QC Performance Results - Current 271 PID

Markay 2016 Billing	-1.014643 -1.6							00 520/	040								
Junitary 2018 Billing Billing	-1.014643 -1.6							99.55%	212	211	N/A	Parity by Design	All	Invoices Delivered within 10 Days	BI-2	Billing	January 2018
Junitary 201 Ulting Ulti	-1.014643 -1.6							100.00%	56,158	56,158	N/A	Diagnostic	UNEs and Resale Aggregate	Billing Accuracy - Adjustments for Errors	BI-3A	Billing	January 2018
Markey 2018 Billey Bil	-1.014643 -1.6							100.00%	64	64	N/A	Diagnostic	Reciprocal Compensation	Billing Accuracy - Adjustments for Errors	BI-3B	Billing	January 2018
James 19 Marchane 19		-1.01464	6.99%	99.51%	4,075	4,055	0.00%	100.00%	220	220	N/A	Parity	UNEs and Resale Aggregate	UNEs and Resale Aggregate	BI-4A	Billing	January 2018
Designation								100.00%	64	64	N/A	Diagnostic	Reciprocal Compensation	Reciprocal Compensation (MOU):	BI-4B	Billing	January 2018
								1.01	3,322,461	3,365,176	N/A	Diagnostic	LIDB	All	DB-1B	Database Updates	January 2018
Jamps 2016 Declaracy Analoshilly CA-1 Costewny Analoshilly CA-2 Costewny Analoshil								0.22	4,939	1107.66	N/A	Diagnostic	Directory Listing	All	DB-1C-1	Database Updates	January 2018
James Jame								100.00%	30,600	30,600	N/A	Diagnostic	IMAGUI	Gateway Availability - LSR	GA-1	Electronic Gateway Availability	January 2018
Marrian Marr								100.00%	30,600	30,600	N/A	Diagnostic	SIA	Gateway Availability - LSR	GA-1	Electronic Gateway Availability	January 2018
James Destroine General Analysis G.A. General Analysis G.A. Specime Analysis G.A.								100.00%	30,600	30,600	N/A	Diagnostic	XML	Gateway Availability - LSR	GA-1	Electronic Gateway Availability	January 2018
January 2018 Extrained Seterowy Availability (6.4 System Availability (7.4 System Availability								100.00%	43,200	43,200	N/A	Diagnostic	EBTA	Gateway Availability - Repair	GA-3	Electronic Gateway Availability	January 2018
James June James June June								100.00%	42,180	42,180	N/A	Diagnostic	RepairGUI	Gateway Availability - Repair	GA-3	Electronic Gateway Availability	January 2018
January 2018 Eactronic Gateway Availability 0.4-7 Triny(Dutage Resolution after Software Releases ALL Diagnostic NA 0 0 0 0 0 0 0 0 0								100.00%	27,960	27,960	N/A	Diagnostic	EASE	System Availability - ASR	GA-4	Electronic Gateway Availability	January 2018
January 2018 Maintenance and Repair Mil-SX Out Of Service deared wil 24 hours Business Parity NA 1 3 33.33% 47.14% 27 52 51.92% 49.99%									0	0	N/A	Diagnostic	EXACT	System Availability - ASR	GA-4	Electronic Gateway Availability	January 2018
January 2018 Maintenance and Repair MR-8 Touble Rate Lift Touble Rate Parity NA 0 14 0.00% 138 19,787 0.68% 6.22%									0	0	N/A	Diagnostic	ALL	Timely Outage Resolution after Software Releases	GA-7	Electronic Gateway Availability	January 2018
January 2018 Maintenance and Repair MR-8 Trouble Rate Unbundled Loop - 2 Wire Non-Loaded Parity NA 0 10,346 0,00% 15 15,767 0,66% 8.23%	0.034833 -0.9	0.0348?	49.96%	51.92%	52	27	47.14%	33.33%	3	1	N/A	Parity	Business	Out of Service cleared w/i 24 hours	MR-5X	Maintenance and Repair	January 2018
January 2018 Maintenance and Repair MR-8 Trouble Rate Residence Parity N/A 0 41 0.00% 135 19,767 0.68% 8.23%	-0.44996 -1.2	-0.4499	8.22%	0.68%	147	1		0.00%	37	0	N/A	Parity	Enhanced Extended Loops - DS1 Capable	Trouble Rate	MR-8	Maintenance and Repair	January 2018
Annuary 2018 Maintenance and Repair MR-8 Trouble Rate Unbundled Loop - 2 Wire Nort-Loaded Parity N/A 0 19 0.00% 1 168 0.60% 7.69%				0.00%	8,568	0		0.00%	10,346	0	N/A	Parity	LIS Trunk	Trouble Rate	MR-8	Maintenance and Repair	January 2018
January 2018 Maintenance and Repair MR-8 Trouble Rate Unbundled Loop - DS1 Capable Parity NA 0 67 0.00% 1 168 0.60% 7.69%	-0.530159 -1.3	-0.53015	8.23%	0.68%	19,787	135		0.00%	41	0	N/A	Parity	Residence	Trouble Rate	MR-8	Maintenance and Repair	January 2018
Manuary 2018 Maintenance and Repair MR-8 Trouble Rate				0.00%	352	0		0.00%	19	0	N/A	Parity	Unbundled Loop - 2 Wire Non-Loaded	Trouble Rate	MR-8	Maintenance and Repair	January 2018
Annuary 2018 Network Performance Ni-1A Trunk Blockage to CTL-Q Tandem Ofc wir TGSR excl LIS Trunk Parity NA 0 2,184 1,84% 4,73% 0 0 0 0 0 0 0 0 0	-0.53555 -1.3	-0.5355	7.69%	0.60%	168	1		0.00%	67	0	N/A	Parity	Unbundled Loop - DS1 Capable	Trouble Rate	MR-8	Maintenance and Repair	January 2018
Samuary 2018 Network Performance Ni-1B Trunk Blockage to CTL-Q End Of cwi TGSR excl LIS Trunk Diagnostic NiA 40 2,184 1,84% 1,84	-1.110351 -1.6	-1.1103£	7.50%	0.57%	33,925	192		0.00%	218	0	N/A	Parity	Unbundled Loop Analog	Trouble Rate	MR-8	Maintenance and Repair	January 2018
Danuary 2018 Network Performance Ni-1	2.5						4.73%	1.84%	2,184	40	N/A	Parity	LIS Trunk	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	NI-1A	Network Performance	January 2018
Danuary 2018 Network Performance Ni-1							0.00%	0.00%	2,397	0	N/A	Parity	LIS Trunk	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	NI-1B	Network Performance	January 2018
Annuary 2018 Ordering and Provisioning OP-3A Dispatches within MSAs Residence Parity N/A 4 4 100.0% 0.00% 34 38 89.47% 30.69%								1.84%	2,184	40	N/A	Diagnostic	LIS Trunk	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	NI-1C	Network Performance	January 2018
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%								0.00%	2,397	0	N/A	Diagnostic	LIS Trunk	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	NI-1D	Network Performance	January 2018
January 2018 Ordering and Provisioning OP-3B Dispatches outside MSAS Residence Parity N/A 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%	-0.652511 -1.3	-0.6525*	30.69%	89.47%	38	34	0.00%	100.00%	4	4	N/A	-	Residence	-	OP-3A	Ordering and Provisioning	•
January 2018 Ordering and Provisioning OP-3C No dispatches Residence Parity N/A 2 2 100.00% 0.00% 0.00% 28 28 100.00% 0.00%			0.00%	100.00%	25	25	0.00%	100.00%	1	1	N/A	-	Residence	Dispatches outside MSAs	OP-3B		•
January 2018 Ordering and Provisioning Ordering Ordering and Provisioning Ordering Orderi									2	2		-					-
January 2018 Ordering and Provisioning OP-3E Interval Zone 2 Areas LIS Trunk Parity N/A 1 100.00% 0.00% 2 3 66.67% 47.14% 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 5.07 5.06 5.07<					-	-			6	5				·			•
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 5.00	-0.612372 -1.3	-0.61237	47.14%	66.67%	3	2	0.00%		1	1			· ·				-
January 2018 Ordering and Provisioning 2018 OP-4C No dispatches Residence Parity N/A 0 1 0.00 0.00 1 0.91 0.91 0.70 0.	-0.212989 -1.1				32	131			1	3		-					-
January 2018 Ordering and Provisioning OP-4E Interval Zone 2 Areas Enhanced Extended Loops - DS1 Capable Benchmark of Danier Control of	-1.24226 -1.								1	0		-					-
January 2018 Ordering and Provisioning OP-8C Number Portability Timeliness without Loop Coord LNP Benchmark 95.00% 157 162 96.91% 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			0.70	0.01			0.00		1	-						3	-
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	$\overline{}$								162	-							
January 2018 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) RESPONSE Diagnostic N/A 16396.80 12,810 1.28														1			,
														1 1			
								1.19	19,500	23221.80	N/A	Diagnostic	TOTAL	Pre-Order Response Times (Address Validation)			January 2018
January 2018 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) REQUEST Diagnostic N/A 4073.64 4,908 0.83												-					•
												-				-	-
																	•
												-				-	-
																-	•
January 2018 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic N/A 3200.06 3,721 0.86														1 2 2			
January 2018 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) RESPONSE Diagnostic N/A 6863.40 3,813 1.80												-					-
January 2018 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) TOTAL Diagnostic N/A 10063.46 3,721 2.70												-				-	-
January 2018 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) REQUEST Diagnostic N/A 7764.88 1.01 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								1.82	6,588	12008.40	N/A	Diagnostic	TOTAL	Pre-Order Response Times (Service Availability)	PO-1-IMA GUI	Pre-Ordering	January 2018

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
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							
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								
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								
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 Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	34	34	100.00%							
January 2018	Pre-Ordering Pre-Ordering	PO-5B-(C)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
,		BI-2		All			205	205	100.00%							
December 2017	-	BI-3A	Invoices Delivered within 10 Days	7 411	Parity by Design											
December 2017	-		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	50,527	50,527	100.00%							
December 2017	-	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
December 2017	-	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	-	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
December 2017		DB-1B	All	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							
December 2017		DB-1C-1	All	Directory Listing	Diagnostic	N/A	798.33	3,653	0.22							
December 2017			Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017			Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017			Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
December 2017			Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
December 2017			System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
December 2017			System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
December 2017	Electronic Gateway Availability		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
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	10,250	0.02%	1.40%	0		0.00%			
		MR-8	Trouble Rate	Residence	Parity	N/A		43	2.33%	15.07%		- 1	0.85%	9.20%	0.497304	-0.697661

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
	,	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19			0	365	0.00%			,
		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	67			3	181	1.66%	12.77%	-0.907824	-1.551918
		MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	218			204	34,237	0.60%	7.70%	-1.139502	
		MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%		91	108	84.26%	36.42%	-0.430232	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18	2,040		2.64%	*					-0.386118
		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.00%							-3
		NI-1C	0	LIS Trunk	Diagnostic	N/A	18									
		NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,397								
		OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1			33	38	86.84%	33.80%	-0.384227	-1.233593
		OP-3C	No dispatches	Residence	Parity	N/A	2	2			20		100.00%	0.00%	0.001227	1.200000
		OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable		90.00%	7	7			20	20	100.0070	0.0070		
	0 0	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1				1	1	100.00%	0.00%		
		OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1				1	1	100.00%	0.00%		
		OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3			77	82	93.90%	23.93%	-0.433509	-1.263555
		OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	79				- 11	02	93.9076	23.3370	-0.433309	-1.203333
			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6822.90	19,494								
December 2017			Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16262.35	12,805								
December 2017		PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	-	N/A	23085.25	12,605								
December 2017	-	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A N/A	4022.10	4,905								
	-				Diagnostic											
December 2017	-	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4611.22	4,905								
December 2017		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	678.30	1,785								
December 2017			Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.48	1,231								
December 2017		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2007.78	1,785								
December 2017		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3235.53	3,719								
December 2017		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7239.00	3,810								
December 2017	-	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10474.53	3,719								
December 2017			Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7843.80	7,690								
December 2017			Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6640.50	5,825								
December 2017			Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14484.30	7,690								
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2354.40	1,080								
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	626.94	1,161	0.54							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2981.34	1,080	2.76							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3885.15	6,585	0.59							
December 2017	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							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	282.50	1,130	0.25							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	873.54	1,899	0.46							
December 2017	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	2382.40	1,899	1.25							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2482.00	3,650	0.68							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53331.04	2,801	19.04							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55813.04	3,650	15.29							
December 2017	-	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8588.50	4,825								
December 2017	-	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8251.88	4,534								
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67146.73	6,901	9.73							
December 2017		PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26733.00	6,365								
December 2017		PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48301.60	3,490								
December 2017		PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4000.00	800								
December 2017	-	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17608.50	5,031								
December 2017	-	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3926.00	3,020								
December 2017		PO-1-XML	Pre-Order Response Times (TV Reservation XIVIL)	· ·	Diagnostic	N/A	5518.70	1,595								
December 2017		PO-1-AIVIL PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	128	1,595								
December 2017	-	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	74									
December 2017 December 2017		PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	-	N/A N/A	14	140								
December 2017 December 2017		PO-2A PO-2B	All Flow-through Eligible LSRs	I NP	Diagnostic	N/A N/A	128	129								
			0 0	2.11	Diagnostic											
December 2017	Pre-Oraering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	74	74	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominate	or CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Score
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
December 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	82:21	34	2:25							
December 2017	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%							
December 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	119	119	100.00%							
December 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	33	33	100.00%							
December 2017	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%							
November 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	181	185	97.84%							
November 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	53,608	53,608	100.00%							
November 2017	-	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22	22	100.00%							
November 2017	· ·	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	285	323		32.22%	5,066	5,08	99.55%	6.71%	7.941444	3.828055
November 2017	· ·	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22	22			-,,,,,			1		
	Ü	DB-1B	All	LIDB	Diagnostic	N/A	3,000,507	2,972,123								
		DB-1C-1	All	Directory Listing	Diagnostic	N/A	1665.95	4.334								
	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520								
	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	29.520	29,520								
	Electronic Gateway Availability		Gateway Availability - LSR	XML	-	N/A	29,520	29,520								
				EBTA	Diagnostic											
	Electronic Gateway Availability		Gateway Availability - Repair		Diagnostic	N/A N/A	41,760 40,740	41,760								
November 2017	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic		., .	40,740								
November 2017	Electronic Gateway Availability		System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880								
November 2017	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
	Electronic Gateway Availability		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.0070	0.00%	1		1 100.00%			
		MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	3		47.14%	28					
		MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	166:08	1	100.00	0:00	8188:21	10				-0.315203
		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:07	1	3:07	0:00	3:05		1 3:05			
		MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	12					-1.219707
		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0		0.00%			
		MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	-	N/A	0	25			1	15			-0.36977	-1.224804
		MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,274			0	-,				
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	42	2.38%	15.25%	238	20,28	7 1.17%	10.77%	0.2747	-0.832994
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	36	7 0.00%			
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	69	1.45%	11.95%	1	18	0.55%	7.37%	0.066626	-0.959494
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	220	0.00%		315	34,55	0.91%	9.50%	-1.418148	-1.862173
November 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	85	10	82.52%	37.98%	-0.457961	-1.278421
November 2017	Network 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%						-0.831724
November 2017	Network 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%						-2.981226
November 2017	Network 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	Network 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	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	1.00	0.00						
		OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2								
		OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
	0	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2		0.00%	54	6	90.00%	30.00%	-0.463739	-1.281933
	ů ů	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5	5		2.3070	0.		22.20%	121007	222.00	
	ů ů		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6626.60	19,490								
November 2017	-		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16112.88	12,788								
			Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22739.48	19,490								
	Ü		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3969.00	4,900								
	Ü		Pre-Order Response Times (Appt. Scheduler)	TOTAL	_	N/A	4521.00	4,900								
	-			REQUEST	Diagnostic								-			
November 2017	Ü		Pre-Order Response Times (Facility Assignment)		Diagnostic	N/A	694.20	1,780								
November 2017	Ü		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1306.98	1,233								
November 2017	· ·		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.18	1,780								
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3196.62	3,717	0.86							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominate	r CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Score
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7612.00	3,806	2.00							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10808.62	3,717	2.91							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7868.17	7,639	1.03							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
November 2017	-	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14444.77	7,639	1.89							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2345.77	1,081	2.17							
November 2017	-		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.00	1,150	0.56							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2989.77	1,081	2.77							
November 2017	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	3817.56	6,582	0.58							
November 2017	-			RESPONSE	Diagnostic	N/A	7784.18	13,421	0.58							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11601.74	6,582	1.76							
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							
	-	PO-1-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		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	-	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4074.90	799	5.10							
November 2017	-	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17068.00	5,020	3.40							
November 2017	-	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3922.10	3,017	1.30							
		PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)		Diagnostic	N/A	5515.24	1,594	3.46				_			
November 2017		PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	106	134	79.10%				_			
November 2017		PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	100	149	67.11%				-			
November 2017		PO-2A		Unbundled Loop Aggregate	Diagnostic	N/A	14		77.78%				-			
		PO-2A		I NP		N/A	106	106	100.00%				-			
November 2017		PO-2B	0 0	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	100	100								
	-	PO-2B			Diagnostic		14	14	100.00%							
November 2017	-			Unbundled Loop Aggregate	Diagnostic	N/A			100.00%							
		PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	52:17	26	2:01							
November 2017	-	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	97	97	100.00%							
November 2017	· ·	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	14		100.00%							
November 2017		PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	98	98	100.00%							
		PO-5B-(a)		Resale Aggregate	Benchmark	90.00%	22		100.00%							
November 2017	-	PO-5B-(b)		Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
	-	PO-5B-(c)		LNP	Benchmark	90.00%	23	23	100.00%							
	-	PO-5D		LIS Trunk	Benchmark	85.00%	2	2	100.00%							
	3	BI-2		All	Parity by Design	n N/A	193	193	100.00%							
	3	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	55,020	55,020	100.00%							
October 2017		BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	47	47	100.00%							
	3	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%					Î		
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	ЕВТА	Diagnostic	N/A	42,900	42,900	100.00%							
	Electronic Gateway Availability			RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
	Electronic Gateway Availability		I I	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
	Electronic Gateway Availability		1-3	EXACT	Diagnostic	N/A	0	0								
October 2017						911	Ü	•								

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominato	r CTL-Q Result CT	TL-Q Standard Deviation	Modified Z Score	Parity Score
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%	C	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%		C	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%		C	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%							
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			0.00%	0.000037	1.000070
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	00	,	100.0070	0.0070		
October 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs		Parity	N/A	3	1	3.00	0.00%	332	2 63	5.27	11.15	-0.201945	-1.122774
October 2017 October 2017		OP-4A OP-4C	No dispatches	Residence		N/A	0	1	0.00	0.00	18			0.56	-1.85164	-2.125717
	Ordering and Provisioning		•		Parity		Ů	1			10	17	1.06	0.00	-1.05104	-2.125/1/
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality		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%							
October 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6631.70	19,505	0.34							
October 2017	Pre-Ordering		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)		Diagnostic	N/A	22619.20	19,505	1.16							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	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		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14295.40	7,630	1.87							
October 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2382.72	1,088	2.19							
October 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.36	1,142	0.58							
October 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)		Diagnostic	N/A	3045.08	1.088	2.80							
October 2017	Pre-Ordering		Pre-Order Response Times (Weet Form Inquiry)	REQUEST	-	N/A	3751.17	6,581	0.57							
October 2017 October 2017	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic Diagnostic	N/A	7772.00	13,400	0.57							
October 2017 October 2017	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL		N/A	11523.17	6,581	1.75							
	-				Diagnostic				0.23							
October 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)		Diagnostic	N/A	253.00	1,100	0.23							
October 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	864.80	1,880								
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		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51544.20	2,710								
October 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54042.69	3,621	14.92							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8440.25	4,823	1.75							
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							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
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)		Diagnostic	N/A	5504.86	1,591	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	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	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desig	n N/A	207	208	99.52%							
September 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	57,056	57,056	100.00%							
September 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	59	59	100.00%							
September 2017	-	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	5 -1.4356
September 2017	-	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	59	59								
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	5,203,914	4,733,144								
September 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1126.32	4,914	0.23							
	Electronic Gateway Availabilit		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,340	29,340								
	Electronic Gateway Availabilit		Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
	Electronic Gateway Availabilit		Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
	Electronic Gateway Availabilit		Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
	Electronic Gateway Availabilit		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							_
	Electronic Gateway Availabilit		System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
	Electronic Gateway Availabilit		System Availability - ASR	EXACT	Diagnostic	N/A	20,500	20,300	100.0078							+
	Electronic Gateway Availabilit		Timely Outage Resolution after Software Releases		Diagnostic	N/A	0	0								+
	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%						
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	0	0.00%	0.00%	0	0	100.00%	0.00%	1.22064	4 -0.2579
		MR-5X				N/A	0				38	0				
	Maintenance and Repair	MR-6E	Out of Service cleared w/i 24 hours		Parity		Ü	2		0.00%	38	85	44.71%	49.72%	0.483545	-0.7060
	Maintenance and Repair		Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	49:55	8	6:14	2:22	40.40	-	0.07	4.04	0.004400	0.4000
	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		2:27			
	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	-1.2863
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	1	8	12.50%	33.07%						
	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%			
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	-	N/A	0	27			8	163			-1.093397	7 -1.6647
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	8	10,106	0.08%	2.81%	0	0,110				
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	37		16.22%	316		1.52%	12.23%	0.168562	2 -0.8975
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19			0	372	0.00%			
September 2017	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	-1.6570
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 -2.0043
September 2017	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	-0.5256
September 2017	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%						-1.4568
September 2017	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%						-2.3852
September 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	10	1,920	0.51%							
September 2017	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%							
September 2017	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	-1.5265
September 2017	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	-1.1434
September 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
	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	4 -1.3051
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable		6.00	5	1							- · · · · ·	
	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	3 -1.3298
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	112	112		0.3070	130	142	30.7770	20.1270	0.042000	1.0230
			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6435.00	19,500	0.33							
September 2017	Pre-Ordering	PO-1-IMA GUI														

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 (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							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4484.27	4,893	0.92							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	696.00	1,740	0.40							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.24	1,206	1.04							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1950.24	1,740	1.12							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3118.08	3,712	0.84							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7980.00	3,800	2.10							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11098.08	3,712	2.99							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7699.23	7,623	1.01							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6555.13	5,801	1.13							
September 2017	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							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7859.39	13,321	0.59							
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 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	v GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							

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
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		MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capab		N/A	0	27			4	165	2.42%	15.38%	-0.75926	-1.461597
August 2017		MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	10,106		0.99%	0	8,568	0.00%			
August 2017		MR-8	Trouble Rate	Residence	Parity	N/A	0	38		*****	391	21,048	1.86%	13.50%	-0.847334	-1.515143
August 2017		MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19			0	374		10.0070	0.047004	1.010140
August 2017		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	76			4	188	2.13%	14.43%	-1.084688	-1.659443
August 2017 August 2017		MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	232		11.30%	529	35,599	1.49%	12.10%	-0.242043	-1.147152
August 2017 August 2017		NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,920		0.00%	529	35,599	1.4970	12.1070	-0.242043	-1.147152
-			-													
August 2017		NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,349		0.00%						-3
August 2017			Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,920	0.00%							
August 2017		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		OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	102	113		29.64%		-1.198772
August 2017		OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2		0.00%	40			35.60%		-1.352255
August 2017	0	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	6	1	6.00	0.00	272			8.43		-1.069404
August 2017		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	ū		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6840.00	5,700	1.20							
August 2017	Ü		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14740.00	7,900								
August 2017	-		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2343.50	1,090								
August 2017	-		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	660.00	1,200								
August 2017	-		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3003.50	1,090								
August 2017	Ü		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3380.00	6,500								
	Ü		Pre-Order Response Times (Service Availability)	RESPONSE		N/A	7920.00	13,200								
August 2017	Ü		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11300.00									
August 2017	Ü				Diagnostic			6,500								
August 2017	Ü		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	274.50	1,098								
August 2017			Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	855.00	1,900								
August 2017	· ·		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1261.00	970								
August 2017	Ü		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2390.50	1,900								
August 2017	· ·		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2590.00	3,700								
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51415.95	2,699	19.05							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54005.95	3,700	14.60							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8160.00	4,800	1.70							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8214.31	4.589	1.79							

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
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67824.35	6,985	9.71							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	27392.00	6,400	4.28							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47913.06	3,477	13.78							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3956.40	785	5.04							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17500.00	5,000	3.50							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3900.00	3,000	1.30							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML) XML Request/Response	Diagnostic	N/A	5781.66	1,671	3.46							
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	160	203	78.82%							
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	124	190	65.26%							
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	160	161	99.38%							
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	124	124	100.00%							
August 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	34:59	10	3:30							
August 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	121	121	100.00%							
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	154	100.00%							
August 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	21	95.24%							
August 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	35	35	100.00%							
July 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desig		237	240	98.75%							
July 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	60,325	60,325	100.00%							+
July 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	63	63	100.00%							
July 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	314	315	99.68%		6,026	6,070	99.28%	8.48%	-0.831104	4 -1.505275
July 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	63	63	100.00%		0,020	0,010	33.2070	0.4070	0.001104	1.500276
July 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,045,810	3,766,648	1.07							+
July 2017 July 2017	Database Updates	DB-1B DB-1C-1	All			N/A	1448.12	7,001	0.21							+
July 2017 July 2017	Electronic Gateway Availability		Gateway Availability - LSR	Directory Listing IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							+
-				SIA	Diagnostic											
July 2017	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A N/A	29,880	29,880	100.00%							
July 2017	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic		29,880	29,880	100.00%							
July 2017	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
July 2017	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
July 2017	Electronic Gateway Availability		System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
July 2017	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
July 2017	Electronic Gateway Availability		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%		21		27.27%	44.54%		
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			93:47	101:45		
July 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%		24		12.83%	33.45%	-0.382696	6 -1.232663
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	29	0.00%		(172	0.00%			
July 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,106	0.00%		(0,100	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	-0.949658
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		(374	0.00%			
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	76	0.00%		(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	7 -1.985673
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	8 -0.433063
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%						-3
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%						-2.965156
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%		80	92	86.96%	33.68%	-0.660144	4 -1.401339
July 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	0	1	0.00%		33		91.67%	27.64%		
July 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%		32		100.00%	0.00%		
July 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	10	1	10.00				8.28	5.67		3 -0.689897
July 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	9	1	9.00				5.33			
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	7	7	100.00%				91.98%	27.17%		
July 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	168	168	100.00%		140	102	31.3370	2	000141	
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6375.27	19,319	0.33							+
July 2017 July 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	15832.56	12,872	1.23							+
	i ie-Oluciniy	O- 1-IIVIA GUI	i io ordei ivesponse rimes (Address validatioff)	INLOI ONOL	Diagnostic	11/7	10032.00	12,072	1.23							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmar	k CLEC Numerator CL	EC Denominator (CLEC Result CL	EC Standard Deviation C	TL-Q Numerator C	TL-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 (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							
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							
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							
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							
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		RESPONSE	Diagnostic	N/A	690.78	1,191	0.58							
July 2017	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	2963.25	1,077	2.75							
July 2017	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	3343.08	6,429	0.52							
July 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	7778.56	13,184	0.59							
July 2017	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	11121.64	6,429	1.73							
July 2017	Pre-Ordering	PO-1-IMA GUI		ACCEPT	Diagnostic	N/A	228.90	1,090	0.21							
July 2017	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	791.20	1,978	0.40							
July 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	1248.00	960	1.30							
July 2017	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	2268.10	1,978	1.15							
July 2017	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	2236.00	3,440	0.65							
July 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	50227.52	2,638	19.04							
July 2017	Pre-Ordering	PO-1-IMA GUI		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							
	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 July 2017	Pre-Ordering Pre-Ordering	PO-1-XIVIL	Pre-Order Response Times (Get CSR XIVIL) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	-	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							
-	-	PO-1-XML			Diagnostic	N/A	15014.61	4,797	3.13							
July 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	3716.12	3,046	1.22							
July 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML) Pre-Order Response Times (Connecting Fac Assgn XML)		Diagnostic	N/A	5715.92	1,652	3.46							
July 2017	Pre-Ordering Pre-Ordering	PO-1-AIVIL PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	138	1,652	73.40%							
July 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	145	214	67.76%							
July 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs		Diagnostic	N/A	145	214	100.00%							
July 2017	-	PO-2A PO-2B		Unbundled Loop Aggregate	Diagnostic		138	139								
July 2017	Pre-Ordering	PO-2B PO-2B	All Flow through Eligible LSRs		Diagnostic	N/A N/A	138		99.28%							
July 2017	Pre-Ordering		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic			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	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		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 Availabili	-	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availabili	ty GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							

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
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	-1.181261
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	-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/I 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/I 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 wi 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 wi TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.01%							-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%		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			46		85.19%	35.52%	-0.579141	
June 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4			35		100.00%	0.00%	0.070141	1.002002
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.0070		00		100.0070	0.0070		
June 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	9	1	9.00		543	95	5.72	6.09	0.796055	-0.516033
June 2017		OP-4A	Dispatches outside MSAs	Residence	Parity	N/A	18				225		5.72	3.69		
June 2017	Ordering and Provisioning Ordering and Provisioning	OP-4B OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%		225	42	5.36	3.09	1.231004	-0.25106
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	6	7	85.71%		185	203	91.13%	28.43%	0.024222	-0.985274
	-										100	203	91.13%	20.43%	0.024222	-0.905274
June 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	179	179								
June 2017	Pre-Ordering	PO-1-IMA GUI			Diagnostic	N/A	6582.18	19,946								
June 2017	Pre-Ordering	PO-1-IMA GUI	, , , , , , , , , , , , , , , , , , , ,	RESPONSE	Diagnostic	N/A	14546.62	12,022								
June 2017	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	21128.80	19,946	1.06							
June 2017	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	3752.58	4,811	0.78							
June 2017	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	4228.64	4,811	0.88							
June 2017	Pre-Ordering	PO-1-IMA GUI	. , , , , , ,	REQUEST	Diagnostic	N/A	712.58	1,738	0.41							
June 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	1269.88	1,198								
June 2017	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	1982.46	1,738								
June 2017	Pre-Ordering	PO-1-IMA GUI	1 1 1 1	REQUEST	Diagnostic	N/A	2904.72	3,458								
June 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	7952.24	3,716								
June 2017	Pre-Ordering	PO-1-IMA GUI	1 1 1	TOTAL	Diagnostic	N/A	10856.96	3,458								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7985.52	7,394	1.08	8						
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890	1.15	5						
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	3						
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	3						
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3690.40	6,590	0.56	6						
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42	13,549	0.58	3						
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		ACCEPT	Diagnostic	N/A	252.08	1,096	0.23							
June 2017	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	817.95	1,995								
June 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	1240.20	954								
June 2017	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	2310.23	1,995								
			Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2653.20	3.685								-

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation CT	ΓL-Q Numerator	CTL-Q Denominator (CTL-Q Result (CTL-Q Standard Deviation	Modified Z Score	Parity Score
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	Diagnostic	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	7921.67	4,579	1.73							
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		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	9	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%	3	3	100.00%							
May 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desig		214	214	100.00%							
May 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	59,964	59,964	100.00%							
May 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	Reciprocal Compensation		N/A	59,964	59,964	100.00%							
	Billing	BI-4A			Diagnostic	N/A	375		100.00%	0.00%	5,192	5.000	99.67%	5.70%	-1.07023	-1.650654
May 2017	Billing	BI-4A BI-4B	UNEs and Resale Aggregate Reciprocal Compensation (MOU):	UNEs and Resale Aggregate Reciprocal Compensation	Parity	N/A N/A	62	375 62		0.00%	5,192	5,209	99.67%	5.70%	-1.07023	-1.650654
May 2017	-	DB-1B	All	LIDB	Diagnostic	N/A	4.428.448	4,099,559	100.00%							
May 2017	Database Updates				Diagnostic				0.19							
May 2017	Database Updates	DB-1C-1	All	Directory Listing IMAGUI	Diagnostic	N/A	1261.87	6,522								
May 2017	Electronic Gateway Availabilis		Gateway Availability - LSR	SIA	Diagnostic	N/A N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availabili		Gateway Availability - LSR		Diagnostic		30,600	30,600	100.00%							
May 2017	Electronic Gateway Availabili	,	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availabili	,	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
May 2017	Electronic Gateway Availabili		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
May 2017	Electronic Gateway Availabili	•	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
May 2017	Electronic Gateway Availabili		System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
May 2017	Electronic Gateway Availabili	*	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
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 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	49		57.65%	49.41%	0.175782	
May 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	49:09	1	49:09		12179:48	180	67:40	85:34	-0.215769	-1.131178
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	91:10	2	45:35		106:41	1	106:41	0:00		
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		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		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		17.02%	37.58%	-0.452376	-1.275025
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable		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	7111	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

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 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		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		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6919.85	19,771	0.35							
May 2017	Pre-Ordering		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 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	-	N/A	1254.75	1,195	1.05							
May 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2010.69	1,758	1.14							
					Diagnostic				0.84							
May 2017	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	3239.04	3,856								
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		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7,788	1.90							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2196.03	1,031	2.13							
May 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	667.52	1,192								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2863.55	1,031	2.78							
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							
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								
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		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 Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3								
May 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	LNP		N/A	127	127	100.00%							
May 2017		PO-2B	All Flow-through Eligible LSRs	=: ··	Diagnostic	N/A	106	106								
	Pre-Ordering	PO-2B		Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	106									
May 2017	Pre-Ordering	PO-2B PO-3C	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	-	3								
May 2017	Pre-Ordering		LSRs received via facsimile	Product Aggregate	Diagnostic		4:01	2								
May 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45:52	56								
May 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	106	106								
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%							

April Miles Mile	Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator			CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March Marc						Benchmark											
March Marc	May 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							
March Marc	May 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%							
March Serie Seri	April 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	n N/A	173	173	100.00%							
March Marc	April 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	108,883	108,883	100.00%							
March Serie Seri	April 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	60	60	100.00%							
March Marc	April 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	289	289	100.00%	0.00%	5,204	5,222	99.66%	5.86%	-0.97324	-1.591688
Margin M	April 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	60	60	100.00%							
Month Mont	April 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,035,607	2,803,161	1.08							
March Marc	April 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1920.36	5,136	0.37							
March March Channey Ancholary March Ch	April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
March Marc	April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
March March Commany Austhors March Commany Austhors March Marc	April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,036	27,360	98.82%							
Marcia Control Column No. Marcia	April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA		N/A	41,400	41,400	100.00%							
Marcia Series Catason Available Add Signife Available ABE Signife Available ABE Signife Available ABE Signife Available ABE AB				1 1	RepairGUI		N/A	40.125		100.00%							
Marcian Marc						-											
Marcian Course Appeal Marc				1.		-											
March Marc				1.		-											
Mart				1 1		-		-	-	100 00%	0.00%	0	1	0.00%	0.00%		
April 2007 Marinamena en Regard Min Sel												40	89				-0.700878
								-									
April 2017 Martenance and Require MR-16 MR-17 Martenance and Require MR-16 Residence from Mark Residence Party MA 0 2 0.00% 0.00% 0 1 0.00% 0.00% 0 1 0.00% 0.00% 0 1 0.00% 0.00% 0 1 0.00% 0.00% 0 1 0.00% 0.00% 0 1 0.00% 0.00% 0 1 0.00% 0 0 1 0.00% 0.00% 0 0 1 0.00% 0.00% 0 0 0 0 0 0 0 0 0				·									170				-1.219332
April 2007 Maintenance and Repair Mark													204				-1.382167
Mail 2017 Mintenance and Report More Route Report																	
April 2017 Millemance and Repair MP-E Repair Repair Raile-Zone 2 United Loop Award Pair MP-2 10 10 10 10 10 10 10 1												24					-1.337526
April 2017 Martenanne and Repair MR-8 Touche Rate Embarace of Lepens DEI Cappable Party MR 0.00% 0.00% 1 8.69% 0.00% 0								-				0					0.057040
Martinania and Regin				The state of the s								60	110				-0.357342
April 2017 Menterance and Regard MR-8 Touble Rise		·						-				1					-1.227715
Amil Syri Maritemenic and Regait MR-8 to Touble Rate Unbunded Loc - 2015 Capable Party NA 1 1 64 1.15% 1.05%												1					-1.443117
April 2017 Maintenance and Regular Mi-8 Touble Rate Liberardet Loop - DSI Capable Parily NA 1 24 1.19% 1.086% 1 22 0.45% 6.77% 0.006												321				1.490325	-0.093947
April 2017 Maitherance and Repair MR-8 of Toolie Rate (Libus Indicated Loop Analog Party NA 2 2 2 100.00% 0.00% 1.0 115 115% 1.0.66% 1.0.70% 1.0.00% 1								-				0					
April 2017 Methods Performance MP-94 MP-94 Regain Appointments Methods with MSA Regidence Party N/A 2 2 100.00% 0.00% 150 178 84.27% 36.41% 0.607 April 2017 Network Performance NI-18 Trunk Blockage to CTL-0 Tandem Of tw it TOSR excl LIS Trunk Party N/A 0 2.301 0.00% 0.00% 0.00% April 2017 Network Performance NI-10 Trunk Blockage to CTL-0 Tandem Of tw it TOSR excl LIS Trunk Diagnostic N/A 0 0.27% 0.00% 0.00% 0.00% April 2017 Network Performance NI-10 Trunk Blockage to CTL-0 End Of tw it TOSR excl LIS Trunk Diagnostic N/A 0 0.27% 0.00% 0.												1					
April 2017 Network Performance Ni-1A Turk Blockage to CT-LO Tandem (De W 1TSR and US Trunk Party NA 0 1.7% 0.00%																-1.071561	-1.651463
April 2017 Network Performance Ni-1B Trunk Blockage to CT-L O Tander Of Cwi TGSR excl LIS Trunk Delagrostic Ni-A Degrostic Ni-A	April 2017	Maintenance and Repair		Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2			0.00%	150	178	84.27%	36.41%	-0.607606	-1.369398
April 2017 Network Performance NI-C Trurk Blockage to CTI-Q Tandem Ofc wio TGSR exel US Trurk Diagnostic NIA Di	April 2017	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,776	0.00%	0.00%						-3
April 2017 Network Performance Ni-1D Trunk Blockage to CTL-Q End Ofc wio TGSR excl LIS Trunk Diagnostic Ni-A 0 2.301 0.00% 0.00% 78 87 89.66% 30.45% -0.337	April 2017	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0		0.00%	0.00%						-3
April 2017 Ordering and Provisioning OP-3A Dispatches within MSAs Residence Parity N/A 1 1 1 100.00% 0.00% 78 87 89.66% 30.45% -0.337 April 2017 Ordering and Provisioning OP-3E Interval Zone 2 Areas LLG Trunk Parity N/A 1 1 1 100.00% 0.00% 77 72 7.93 5.76 0.708 April 2017 Ordering and Provisioning OP-3A Dispatches within MSAs Residence Parity N/A 1 1 1 100.00% 0.00% 77 72 7.93 5.76 0.708 April 2017 Ordering and Provisioning OP-3A New Service Installation Quality Residence Parity N/A 1 1 1 100.00% 0.00% 1.8 1.5 94.27% 2.32 5.00 0.708 April 2017 Ordering and Provisioning OP-3A New Service Installation Quality Residence Parity N/A 1 1 1 100.00% 0.00% 1.8 1.5 94.27% 2.32 5.00 0.708 0.708 0.708 0.709 0.7	April 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,776	0.00%							
April 2017 Ordering and Provisioning OP-3E Interval Zone 2 Areas LIS Trunk Party N/A 1 1 1 100.00% 0.0	April 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%							
April 2017 Ordering and Provisioning OP-4A Dispatches within MSAs Residence Parity N/A 1 1 10.00 0.00 571 72 7.93 5.76 0.709	April 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	78	87	89.66%	30.45%	-0.337748	-1.205336
April 2017 Ordering and Provisioning OP-SA New Service Installation Quality LIS Trunk Parity N/A 1 1 100,00% 0.00% 1 2 2 2.2.25% -0.245 April 2017 Ordering and Provisioning OP-SA New Service Installation Quality Residence Parity N/A 1 1 10,00% 0.0% 148 157 94.27% 23.25% -0.245 April 2017 Ordering and Provisioning OP-SA Number Portability Timeliness without Loop Coord LNP Benkmark 95.00% 282 282 282 100.00% 0.00% 148 157 94.27% 23.25% -0.245 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) RESUBST Diagnostic N/A 15437.18 1.27 1.21 1	April 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
April 2017 Ordering and Provisioning OP-5A New Service Installation Quality Residence Parity N/A 1 1 100.00% 0.00% 148 157 94.27% 23.25% -0.245 April 2017 Ordering and Provisioning OP-8G Number Portability Timeliness without Loop Coad LNP LNP Benchmark 95.00% 282 282 100.00% 0 4 5 94.27% 23.25% -0.245 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) REQUEST Diagnostic N/A 15437.18 1.21 1 1 4 1 4	April 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	10	1	10.00	0.00	571	72	7.93	5.76	0.709523	-0.568641
April 2017 Ordering and Provisioning OP-8C Number Portability Timeliness without Loop Coord LNP Benchmark 95.00% 282 282 100.00% April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) RESPONSE Diagnostic N/A 6935.50 19,816 0.35 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) TOTAL Diagnostic N/A 15437.18 12,758 1.21 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) TOTAL Diagnostic N/A 22372.78 19,816 1.13 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appl. Scheduler) REQUEST Diagnostic N/A 3261.96 4,182 0.78 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appl. Scheduler) TOTAL Diagnostic N/A 380.82 4,182 0.91 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment)	April 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
April 2017 Pre-Ordering Po-1-IMA GUI Pre-Order Response Times (Address Validation) RESPONSE Diagnostic N/A 6935.60 19,816 0.35 1.21 1.27	April 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	148	157	94.27%	23.25%	-0.245817	-1.149446
April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) RESPONSE Diagnostic N/A 15437.18 12,758 1.21	April 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	282	282	100.00%							
April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) RESPONSE Diagnostic N/A 15437.18 12,758 1.21	April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6935.60	19,816	0.35							
April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) TOTAL Diagnostic N/A 22372.78 19,816 1.13 0.78 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) REQUEST Diagnostic N/A 3801.82 4,182 0.78 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) TOTAL Diagnostic N/A 3800.82 4,182 0.91 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) REQUEST Diagnostic N/A 762.82 1,774 0.43 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic N/A 1213.38 1,134 1.07 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic N/A 1976.20 1,774 1.11 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Chec		-	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE		N/A	15437.18	12.758	1.21							
April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) REQUEST Diagnostic N/A 3261.96 4,182 0.78 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) TOTAL Diagnostic N/A 3800.82 4,182 0.91 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) REQUEST Diagnostic N/A 762.82 1,774 0.43 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic N/A 1213.38 1,134 1.07 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) TOTAL Diagnostic N/A 1937.62 1,774 1.11 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic N/A 1937.66 3,739 2.12 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) RES																	
April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) TOTAL Diagnostic N/A 3800.82 4,182 0.91 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) REQUEST Diagnostic N/A 762.82 1,774 0.43 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic N/A 1213.38 1,134 1.07 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) TOTAL Diagnostic N/A 1976.20 1,774 1.11 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic N/A 3337.66 3,881 0.86 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) RESPONSE Diagnostic N/A 7926.88 3,739 2.12 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) TOT				1 1		-											
April 2017 Pre-Ordering PO-1-IIMA GUI Pre-Order Response Times (Facility Assignment) REQUEST Diagnostic N/A 762.82 1,774 0.43 April 2017 Pre-Ordering PO-1-IIMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic N/A 1213.38 1,134 1.07 April 2017 Pre-Ordering PO-1-IIMA GUI Pre-Order Response Times (Facility Assignment) TOTAL Diagnostic N/A 1976.20 1,774 1.11 April 2017 Pre-Ordering PO-1-IIMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic N/A 3337.66 3,881 0.86 April 2017 Pre-Ordering PO-1-IIMA GUI Pre-Order Response Times (Facility Check) RESPONSE Diagnostic N/A 7926.68 3,739 2.12 April 2017 Pre-Ordering PO-1-IIMA GUI Pre-Order Response Times (Facility Check) TOTAL Diagnostic N/A 11264.34 3,881 2.90 April 2017 Pre-Ordering PO-1-IIMA GUI Pre-Order Response Times (Get CSR) REQ		-				-											
April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic N/A 1213.38 1,134 1.07 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) TOTAL Diagnostic N/A 1976.20 1,774 1.11 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic N/A 3337.66 3,881 0.86 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) RESPONSE Diagnostic N/A 7926.68 3,739 2.12 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) TOTAL Diagnostic N/A 11264.34 3,881 2.90 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) REQUEST Diagnostic N/A 8015.72 7,562 1.06		-				-											
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April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic N/A 3337.66 3,881 0.86 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) RESPONSE Diagnostic N/A 7926.68 3,739 2.12 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) TOTAL Diagnostic N/A 11264.34 3,881 2.90 April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) REQUEST Diagnostic N/A 8015.72 7,562 1.06						_			, -								
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April 2017 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) RESPONSE Diagnostic N/A 6372.60 5,590 1.14		-				-											
	April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6372.60	5,590	1.14							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator CI	LEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14388.32	7,562	1.90							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2171.19	1,029	2.11							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.76	1,194	0.54							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2815.95	1,029	2.74							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3576.72	6,387	0.56							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7980.80	13,760	0.58							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11557.52	6,387	1.81							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	245.04	1,021	0.24							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	803.19	1,959	0.41							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1160.46	921	1.26							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2208.69	1,959	1.13							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2507.01	3,531	0.71							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52012.08	2,726	19.08							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54519.09	3,531	15.44							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7846.64	4,562	1.72							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68643.84	6,976	9.84							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26307.84	6,324	4.16							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46802.56	3,472	13.48							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3944.75	775	5.09							
April 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							
April 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							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5676.92	1,636	3.47							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	121	169	71.60%							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	90	126	71.43%							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	11	27.27%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	121	122	99.18%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	90	90	100.00%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
April 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	27:11	38	0:43							
April 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	107	107	100.00%							
April 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
April 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	113	113	100.00%							
April 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
April 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	7	7	100.00%							
April 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	43	43	100.00%							
April 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
March 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desig	n N/A	242	242	100.00%							
March 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	110,899	110,899	100.00%							
March 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	64	64	100.00%							
March 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	293	293	100.00%	0.00%	5,419	5,438	99.65%	5.90%	-0.987314	-1.600244
March 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	64	64	100.00%							
March 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,321,230	4,010,738	1.08							
March 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1533.68	7,174	0.21							
March 2017	Electronic Gateway Availabili	ty GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availabili		Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availabili	ty GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availabili	ty GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
March 2017	Electronic Gateway Availabili	ty GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
March 2017	Electronic Gateway Availabili	ty GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
March 2017	Electronic Gateway Availabili	ty GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
March 2017	Electronic Gateway Availabili	ty GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2017	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%	0	1	0.00%	0.00%		
March 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:16	1	1:16	0:00	22:52	1	22:52	0:00		
March 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	9:43	1	9:43	0:00	13789:56	282	48:54	53:28	-0.731456	-1.444694
March 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%	0		0.00%	0.00%		
			1 - 1			411	•		2.2070	3.0070	Ü		2.2070	0.0070		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator C	TL-Q Denominator	CTL-Q Result CTL	-Q Standard Deviation	Modified Z Score	Parity Score
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	51	301	16.94%	37.51%	-0.450915	-1.274137
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	30	0.00%		1	185	0.54%	7.33%	-0.374557	-1.227715
March 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,818	0.00%		0	8,664	0.00%			
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	29	0.00%		225	22,034	1.02%	10.05%	-0.546622	-1.332322
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	20	0.00%		0	130	0.00%			
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	84	1.19%	10.85%	1	222	0.45%	6.70%	0.064422	-0.960834
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	244	0.41%	6.39%	301	36,657	0.82%	9.02%	-0.709557	-1.43138
March 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,776	0.00%	0.00%						-3
March 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
March 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,776	0.00%							
March 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%							
March 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	96	102	94.12%	23.53%	-0.248783	-1.15125
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	188	197	95.43%	20.88%	-0.218244	-1.132683
March 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	390	390			100					
March 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6937.00	19,820	0.35							
March 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15473.48	12,788	1.21							
March 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22410.48	19,820	1.13							
March 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3193.52	4,202	0.76							
March 2017	Pre-Ordering			TOTAL	_	N/A	3721.18	4,202	0.76							
			Pre-Order Response Times (Appt. Scheduler)		Diagnostic											
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	737.02	1,714								
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1235.96	1,166	1.06							
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1972.98	1,714								
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3284.34	3,819	0.86							
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8121.30	3,795	2.14							
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11405.64	3,819	2.99							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8027.76	7,719	1.04							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6542.40	5,640	1.16							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14570.16	7,719	1.89							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2299.50	1,095	2.10							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	635.60	1,135	0.56							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2935.10	1,095	2.68							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3602.34	6,671	0.54							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7477.26	13,118	0.57							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11079.60	6,671	1.66							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	268.00	1,072	0.25							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	853.55	1,985	0.43							
March 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972								
March 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2365.71	1,985								
March 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2346.00	3,450								
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52038.72	2,736	19.02							
March 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54384.72	3,450								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8373.10	4,526	1.85		-					
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XWL)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	67292.68	6,916	9.73							
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26232.15	6,321	4.15							
March 2017	Pre-Ordering Pre-Ordering	PO-1-XML				N/A N/A	47050.96	3,368	13.97							
			Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic											
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3882.75	775	5.01							
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14996.64	4,776	3.14							
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3795.60	3,163								
March 2017	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML		Diagnostic	N/A	5626.95	1,631	3.45							
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	177	234								
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	94	151	62.25%							
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	5	100.00%							
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	177	181	97.79%							
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	94	94	100.00%							
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	5	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominate	or CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Score
March 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	11:46	16	0:44							
March 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	119	119	100.00%							
March 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	5	5	100.00%							
March 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	159	159	100.00%							
March 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	28	28	100.00%							
March 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	51	51	100.00%							
March 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
February 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	n N/A	186	186	100.00%							
February 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	114,988	114,988	100.00%							
February 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	61	61	100.00%							
February 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	340	341	99.71%	5.41%	4,959	5,00	2 99.14%	9.23%	-1.096208	-1.666447
February 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	61	61	100.00%							
February 2017	-	DB-1B	All	LIDB	Diagnostic	N/A	2,967,622	2,759,277	1.08							
February 2017			All	Directory Listing	Diagnostic	N/A	1659.55	5,653								
February 2017	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360					_			
February 2017	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%				_			
February 2017	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360					-			
	, ,			EBTA	-	N/A	38.880	38.880	100.00%							-
February 2017	Electronic Gateway Availability		Gateway Availability - Repair		Diagnostic		,	1								
February 2017	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2017	Electronic Gateway Availability		System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2017	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
February 2017	Electronic Gateway Availability		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2017		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable		N/A	2	2		0.00%	2		2 100.00%			
February 2017		MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	34		7 44.16%	49.66%		
February 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3:25	2	1:43	2:24	3:35		2 1:47	2:08	-0.039065	-1.02375
February 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1		3 33.33%	47.14%	-0.774597	-1.470921
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	30	6.67%	24.94%	2	18	7 1.07%	10.29%	1.322842	-0.195769
February 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,770	0.00%		C	8,68	8 0.00%			
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	31	0.00%		240	22,15	9 1.08%	10.35%	-0.5822	-1.353953
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	20	0.00%		C	13	2 0.00%			
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	86	0.00%		3	22	5 1.33%	11.47%	-0.916947	-1.557464
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	245	0.00%		321	36,36	5 0.88%	9.35%	-1.47218	-1.895022
February 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,776	0.00%	0.00%						-3
February 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
February 2017		NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,776	0.00%							
February 2017		NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,301	0.00%							
February 2017		OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	38	3	8 100.00%	0.00%		
February 2017		OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	174					-1.09192
February 2017	0	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	222	222								
February 2017			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6314.55	19,135	0.33				_			
February 2017	-		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15756.30	12,810					_			
February 2017	-		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22070.85	19,135					-			
February 2017	-		Pre-Order Response Times (Address validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	-	N/A	3210.00	4,280								
	-			TOTAL	Diagnostic	N/A										
February 2017	Ü		Pre-Order Response Times (Appt. Scheduler)		Diagnostic		3713.36	4,280								-
February 2017	Ü		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	738.74	1,718								
February 2017	Ü		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1262.52	1,169								└
February 2017	Ü		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.26	1,718								
February 2017	-		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3414.93	3,837	0.89							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8081.22	3,794								
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11496.15	3,837	3.00							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8540.74	7,982	1.07							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15026.74	7,982	1.88							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2319.76	1,084	2.14							
February 2017	-	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	678.30	1,190	0.57							
February 2017	Ü		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2998.06	1.084					1			

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
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3399.30	6,295	0.54							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7588.00	13,550	0.56							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10987.30	6,295	1.75							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	259.92	1,083	0.24							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	828.66	1,973	0.42							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1264.90	973	1.30							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2353.48	1,973	1.19							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2519.28	3,499	0.72							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53639.15	2,801	19.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56158.43	3,499	16.05							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8389.75	4,535	1.85							
February 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							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.76	6,916	9.86							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46713.96	3,468	13.47							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)		Diagnostic	N/A	14994.00	4,760	3.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)		Diagnostic	N/A	3992.58	3,246	1.23							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic	N/A	5612.12	1,622	3.46							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs		Diagnostic	N/A	208	273	76.19%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs		Diagnostic	N/A	106	178	59.55%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	*** *	Diagnostic	N/A	4	5								
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A	208	209	99.52%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A	106	106	100.00%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A	4	4	100.00%							
February 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually		Diagnostic	N/A	17:54	16	1:07							
February 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	** *	Benchmark	95.00%	117	117	100.00%							
February 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	4	4	100.00%							
February 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	185	185	100.00%							
February 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	= ::	Benchmark	90.00%	36	37	97.30%							
February 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs		Benchmark	90.00%	46	47	97.87%							
February 2017	Pre-Ordering Pre-Ordering	PO-5D-(c)	FOCs provided for ASRs requesting LIS Trunks.	= ::	Benchmark	85.00%	1	1	100.00%							
January 2017	Billing	BI-2	Invoices Delivered within 10 Days		Parity by Design		205	206	99.51%							
January 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A	116,605	116,605	100.00%							
January 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A	806	806	100.00%							
January 2017	Billing	BI-4A	UNEs and Resale Aggregate		Parity	N/A	221	222	99.55%	6.70%	5,001	5,029	99.44%	7.44%	-0.208347	-1.126666
January 2017 January 2017	Billing	BI-4A	Reciprocal Compensation (MOU):	55 5		N/A	646	646	100.00%	0.70%	5,001	5,029	99.44%	7.4470	-0.206347	-1.120000
,	-	DB-1B	All		Diagnostic	N/A	2,689,617	2,512,227	1.07							
January 2017	Database Updates	DB-16 DB-1C-1	All		Diagnostic		1507.70		0.27							
January 2017	Database Updates				Diagnostic	N/A		5,533								
January 2017	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability		Gateway Availability - Repair		Diagnostic	N/A	42,900	42,900	100.00%							
January 2017	Electronic Gateway Availability		Gateway Availability - Repair		Diagnostic	N/A	41,820	41,820	100.00%							
January 2017	Electronic Gateway Availability		System Availability - ASR		Diagnostic	N/A	22,320	22,320	100.00%							
January 2017	Electronic Gateway Availability		System Availability - ASR		Diagnostic	N/A	21,960	21,960	100.00%							
January 2017	Electronic Gateway Availability		Timely Outage Resolution after Software Releases		Diagnostic	N/A	0	0	46							4
January 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2		Parity	N/A	1	1	100.00%	0.00%	4	5	80.00%	40.00%	-0.456435	
January 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours		Parity	N/A	0	1	0.00%	0.00%	31	71	43.66%	49.60%	-0.17496	
January 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA		Parity	N/A	215:37	1	215:37	0:00		137	104:19	213:36	1.664563	0.011982
January 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2		Parity	N/A	3:04	1	3:04	0:00		3	12:10	15:53	-0.49643	
January 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA		Parity	N/A	0	1	0.00%				8.28%	27.55%	-0.299345	-1.181989
January 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2		Parity	N/A	0	1	0.00%	0.00%			0.00%	0.00%		
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	30	0.00%		4	193	2.07%	14.25%	-0.741286	-1.45067
January 2017	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A	0	9,506	0.00%		0	8,688	0.00%			
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	35	2.86%	16.66%	275	22,314	1.23%	11.03%	0.377496	-0.770499

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 C	TL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	26			0		0.00%			,
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	93		10.31%	5		2.15%	14.49%	-0.60237	-1.366215
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	251			351	36,461	0.96%		-1.556636	
January 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	117	145	80.69%	39.47%	0.846524	-0.48535
January 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728		0.08%						-2.916667
January 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
January 2017	Network Performance	NI-1C		LIS Trunk	Diagnostic	N/A	0	1,728								
January 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%							
January 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	2	2		0.00%	94	104	90.38%	29.48%	-0.456893	-1.277771
January 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	25	2	12.50	7.78	871	92	9.47	7.98	0.621912	-0.621905
January 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	2	2		0.00%	180	186	96.77%	17.67%	-0.256822	-1.156137
January 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	113	113	100.00%							
January 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6846.35	19,561								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15751.78	13,018								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22598.13	19,561	1.16							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3146.25	4,195								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3727.65	4,195								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	720.30	1,715								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1241.15	1,205								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1961.45	1,715								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3223.08	3,837								
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8107.65	3,771								
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11330.73	3,837								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8216.53	7,679								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14702.53	7,679								
January 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2265.90	1,079								
January 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	655.05	1,191								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2920.95	1,079								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3686.58	6,827								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7878.00	13,130								
January 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	-	N/A	11564.58	6.827								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	264.75	1.059								
	, and the second	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	817.54	,								
January 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1237.11	1,994 959								
January 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2319.40	1,994								
January 2017	-	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	2293.41									
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A N/A	51346.01	3,423 2,701								
					Diagnostic											
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-XML	Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Address Validation XML)	TOTAL XML Request/Response	Diagnostic	N/A N/A	53639.42 8412.78	3,423 4,523								
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A N/A	7614.30	4,523								
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A N/A	67178.52	6,876								
-	-				Diagnostic											
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	26253.76 47120.81	6,311 3,373								
January 2017 January 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Quai Tools XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A N/A		3,373 765								
	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	3863.25 15057.00	4,780								
January 2017		PO-1-XML			Diagnostic	N/A N/A										
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic		3895.20 5612.12	3,246								
January 2017	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	I NP	Diagnostic	N/A		1,622								
January 2017	Pre-Ordering	PO-2A		E-11	Diagnostic	N/A	180	246								
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	104	152								
January 2017	Pre-Ordering	PO-2A	All Flow through Fligible LSRs	Unbundled Loop Aggregate LNP	Diagnostic	N/A	15	16								
January 2017	Pre-Ordering	PO-2B	All Flow through Eligible LSRs		Diagnostic	N/A	180	181								
January 2017	Pre-Ordering	PO-2B	All Flow through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	104	104								
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	15									
January 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	40:46	32								
January 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	117	117	100.00%							

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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
January 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	15	15	100.00%							
January 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	169	169	100.00%							
January 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	30	30	100.00%							
January 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
January 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							