Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota
April 2016 - April 2017

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.

May 9, 2017

CenturyLink QC Performance Results – Current 271 PID

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
April 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	173	173	100.00%							
April 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	108,883	108,883	100.00%							
April 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	60	60	100.00%							
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
April 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	60	60	100.00%							
April 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,035,607	2,803,161	1.08							
April 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1920.36	5,136	0.37							
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,476	28,476	100.00%							
April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400	100.00%							
April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125	100.00%							
April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
April 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 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%		
April 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	40	89	44.94%	49.74%	0.492012	-0.700878
April 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	92:28	2	46:14	38:32	13135:12	170	77:16	120:49	-0.361131	-1.219552
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:59	1	1:59	0:00	26:18	1	26:18	0:00		
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	9:02	1	9:02	0:00	33206:25	394	84:17	119:33	-0.628609	-1.382167
April 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
April 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,626	0.00%		1	8,496	0.01%	1.08%	-0.728862	-1.443117
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	29	6.90%	25.34%	321	21,826	1.47%	12.04%	1.490325	-0.093947
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	129	0.00%			
April 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
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	242	0.41%	6.41%	419	36,431	1.15%	10.66%	-1.071561	-1.651463
April 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	150	178	84.27%	36.41%	-0.607606	-1.369398
April 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
April 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
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	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-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-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
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)	REQUEST	Diagnostic	N/A	6935.60	19,816	0.35							
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)	TOTAL	Diagnostic	N/A	22372.78	19,816	1.13							
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	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							
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)	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							

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
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 Design	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 Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
March 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
March 2017	Electronic Gateway Availability	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	1	0.00%	0.00%		
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	100.00%							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6937.00	19,820	0.35							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15473.48	12,788	1.21							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22410.48	19,820	1.13							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3193.52	4,202	0.76							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3721.18	4,202	0.89							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	737.02	1,714	0.43							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1235.96	1,166	1.06							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1972.98	1,714	1.15							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3284.34	3,819	0.86							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8121.30	3,795	2.14							
March 2017	Pre-Ordering	PO-1-IMA GUI	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	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972	1.28							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2365.71	1,985	1.19							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2346.00	3,450	0.68							
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	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54384.72	3,450	15.76							
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 (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check 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	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47050.96	3,368	13.97							
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	1.20							
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5626.95	1,631	3.45							
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	177	234	75.64%							
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%							
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/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	5,002	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	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,967,622	2,759,277	1.08							
February 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1659.55	5,653	0.29							
February 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
February 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360	100.00%							
February 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	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
February 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
February 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
February 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	34	77	44.16%	49.66%	-0.161379	-1.098111
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	187	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%		0	8,688	0.00%			
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	31	0.00%		240	22,159	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%		0	132	0.00%			
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	86	0.00%		3	225	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	36,365	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	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%							
February 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%							
February 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	38	38	100.00%	0.00%		
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	174	178	97.75%	14.82%	-0.151195	-1.09192
February 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	222	222	100.00%							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6314.55	19,135	0.33							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15756.30	12,810	1.23							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22070.85	19,135	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3210.00	4,280	0.75							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3713.36	4,280	0.87							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	738.74	1,718	0.43							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1262.52	1,169	1.08							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.26	1,718	1.16							
February 2017	Pre-Ordering	PO-1-IMA GUI	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	2.13							
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	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	678.30	1,190	0.57							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2998.06	1,084	2.77							
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)	XML Request/Response	Diagnostic	N/A	14994.00	4,760	3.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3992.58	3,246	1.23							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	208	273	76.19%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	106	178	59.55%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	5	80.00%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	208	209	99.52%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	106	106	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
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
February 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	17:54	16	1:07							
February 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	117	117	100.00%							
February 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	4	4	100.00%							
February 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	185	185	100.00%							
February 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	36	37	97.30%							
February 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	46	47	97.87%							
February 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
January 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	205	206	99.51%							
January 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	116,605	116,605	100.00%							
January 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	806	806	100.00%							
January 2017	Billing	BI-4A	UNEs and Resale Aggregate	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	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	646	646	100.00%							
January 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,689,617	2,512,227	1.07							
January 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1507.70	5,533	0.27							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
January 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
January 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	22,320	22,320	100.00%							
January 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
January 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 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%	4	5	80.00%	40.00%	-0.456435	-1.277493
January 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	31	71	43.66%	49.60%	-0.17496	-1.106368
January 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	215:37	1	215:37	0:00	14291:41	137	104:19	213:36	1.664563	0.011982
January 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:04	1	3:04	0:00	36:30	3	12:10	15:53	-0.49643	-1.301808
January 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	12	145	8.28%	27.55%	-0.299345	-1.181989
January 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	5	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	LIS Trunk	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
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	26	0.00%		0	134	0.00%			
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	93	1.08%	10.31%	5	233	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	0.00%		351	36,461	0.96%	9.76%	-1.556636	-1.946367
January 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l 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	0.03%	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	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.03%							
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	100.00%	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	100.00%	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	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6846.35	19,561	0.35							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15751.78	13,018	1.21							
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	0.75							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3727.65	4,195	0.89							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	720.30	1,715	0.42							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1241.15	1,205	1.03							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1961.45	1,715	1.14							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3223.08	3,837	0.84							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8107.65	3,771	2.15							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11330.73	3,837	2.95							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8216.53	7,679	1.07							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14702.53	7,679	1.91							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2265.90	1,079	2.10							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	655.05	1,191	0.55							

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-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2920.95	1,079	2.71							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3686.58	6,827	0.54							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7878.00	13,130	0.60							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11564.58	6,827	1.69							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	264.75	1,059	0.25							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.54	1,994	0.41							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1237.11	959	1.29							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2319.40	1,994	1.16							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2293.41	3,423	0.67							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51346.01	2,701	19.01							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	53639.42	3,423	15.67							
January 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							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7614.30	4,479	1.70							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67178.52	6,876	9.77							
January 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							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47120.81	3,373	13.97							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3863.25	765	5.05							
January 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							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3895.20	3,246	1.20							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XM	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	180	246	73.17%							
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	104	152	68.42%							
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	15	16	93.75%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	180	181	99.45%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	104	104	100.00%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	15	15	100.00%							
January 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	40:46	32	1:16							
January 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	117	117	100.00%							
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%							
December 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	220	220	100.00%							
December 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	69,369	69,369	100.00%							
December 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	622	622	100.00%							
December 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	276	276	100.00%	0.00%	5,230	5,250	99.62%	6.16%	-1.001366	-1.608787
December 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	622	622	100.00%							
December 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,466,468	3,229,169	1.07							
December 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1129.54	4,681	0.24							
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
December 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
December 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	22	57	38.60%	48.68%	-1.250392	-1.760184
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	31	0.00%		4	198	2.02%	14.07%	-0.743404	-1.451957
December 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,506	0.00%		0	8,664	0.00%			
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	34	0.00%		305	22,482	1.36%	11.57%	-0.683297	-1.415415
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	27	0.00%		0	132	0.00%			
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	94	0.00%		4	238	1.68%	12.85%	-1.073261	-1.652496
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	255	0.00%		372	36,738	1.01%	10.01%	-1.609503	-1.978508
December 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,656	0.00%	0.01%						-2.993913
December 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,409	0.00%	0.00%						-3
December 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,728	0.06%							
December 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,409	0.00%							
December 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	0	1	0.00%	0.00%	46	48	95.83%	19.98%	1.544575	-0.060965
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						

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
December 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	192	201	95.52%	20.68%	-0.21597	-1.1313
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
December 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	657	658	99.85%							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6544.66	19,249	0.34							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15825.84	12,972	1.22							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22370.50	19,249	1.16							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3308.54	4,471	0.74							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3797.28	4,471	0.85							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.22	1,798	0.39							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1356.48	1,256	1.08							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2057.70	1,798	1.14							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3295.45	3,877	0.85							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8364.16	3,734	2.24							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11659.61	3,877	3.01							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8078.70	7,694	1.05							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14564.70	7,694	1.89							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.81	1,093	2.17							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	697.16	1,202	0.58							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3068.97	1,093	2.81							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3315.00	6,500	0.51							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7924.84	12,782	0.62							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11239.84	6,500	1.73							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	246.33	1,071	0.23							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	773.96	1,759	0.44							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1097.46	871	1.26							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2117.75	1,759	1.20							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2467.25	3,475	0.71							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48167.14	2,558	18.83							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	50634.39	3,475	14.57							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7300.77	4,479	1.63							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66721.92	6,726	9.92							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26569.31	6,311	4.21							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46040.56	3,368	13.67							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15372.00	4,880	3.15							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3680.60	3,346	1.10							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5266.12	1,522	3.46							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	109	172	63.37%							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	73	138	52.90%							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	109	115	94.78%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	73	74	98.65%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
December 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	32:08	2	16:04							
December 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	15:37	19	0:49							
December 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	72	72	100.00%							
December 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	5	5	100.00%							
December 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	101	101	100.00%							
December 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	19	19	100.00%							
December 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	58	58	100.00%							
December 2016	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
December 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
December 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
December 2016	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	20	0.00%	0.00%		
November 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	191	191	100.00%							
November 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	76,074	76,074	100.00%							
November 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	588	588	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
November 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	333	333	100.00%	0.00%	5,570	5,663	98.36%	12.71%	-2.291545	-2.393161
November 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	588	588	100.00%							
November 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,224,472	2,968,433	1.09							
November 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1173.45	5,226	0.22							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
November 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
November 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2016	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%						
November 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	23	57	40.35%	49.06%	-0.273392	-1.166211
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	38:59	1	38:59	0:00						
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	31	0.00%		2	203	0.99%	9.88%	-0.517295	-1.314493
November 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,506	0.01%	1.03%	0	8,664	0.00%			
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	43	0.00%		234	22,635	1.03%	10.11%	-0.669571	-1.40707
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	28	0.00%		0	132	0.00%			
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	94	0.00%		2	243	0.82%	9.03%	-0.749995	-1.455965
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	256	0.00%		296	37,040	0.80%	8.90%	-1.431123	-1.870061
November 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,728	0.06%	0.27%						-2.813333
November 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,409	0.00%	0.00%						-3
November 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,728	0.06%							
November 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,409	0.00%							
November 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	95	105	90.48%	29.35%	-0.322909	-1.196315
November 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	46	47	97.87%	14.43%	-0.204215	-1.124154
November 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	44	45	97.78%	14.74%	-0.149108	-1.090651
November 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	9	1	9.00	0.00	727	85	8.55	6.77	0.135774	-0.917455
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	4	4	100.00%	0.00%	180	197	91.37%	28.08%	-0.60849	-1.369936
November 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	310	310	100.00%							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6417.18	19,446	0.33							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15693.60	13,078	1.20							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22110.78	19,446	1.14							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3072.24	4,267	0.72							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3564.94	4,267	0.84							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	704.38	1,718	0.41							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1314.60	1,252	1.05							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2018.98	1,718	1.18							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3083.67	3,807	0.81							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7957.00	3,650	2.18							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11040.67	3,807	2.90							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8012.59	7,351	1.09							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6542.40	5,640	1.16							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14554.99	7,351	1.98							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2284.37	1,093	2.09							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	603.72	1,161	0.52							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2888.09	1,093	2.64							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3804.08	6,793	0.56							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7014.70	12,754	0.55							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10818.78	6,793	1.59							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	268.75	1,075	0.25							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.05	1,860	0.39							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1263.39	980	1.29							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2263.19	1,860	1.22							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2306.04	3,494	0.66							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53203.83	2,787	19.09							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55509.87	3,494	15.89							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8593.70	4,523	1.90							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7830.09	4,579	1.71							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67806.72	6,976	9.72							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26168.94	6,321	4.14							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47050.96	3,368	13.97							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4011.35	785	5.11							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15917.40	4,780	3.33							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3775.20	3,146	1.20							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	145	222	65.32%							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	94	170	55.29%							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	6	7	85.71%							
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	145	148	97.97%							
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	94	94	100.00%							
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	6	6	100.00%							
November 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	16:41	18	0:56							
November 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	92	92	100.00%							
November 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	6	6	100.00%							
November 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	134	134	100.00%							
November 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	19	19	100.00%							
November 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
November 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	67	67	100.00%							
November 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
October 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	207	209	99.04%							
October 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	85,148	85,148	100.00%							
October 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	546	546	100.00%							
October 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	305	307	99.35%	8.05%	5,786	5,810	99.59%	6.41%	0.311121	-0.810852
October 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	546	546	100.00%							
October 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,218,985	3,054,395	1.05							
October 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2462.60	7,309	0.34							
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
October 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
October 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
October 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
October 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	8	9	88.89%	31.43%	0.841621	-0.488331
October 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	38	89	42.70%	49.46%	-1.620252	-1.985043
October 2016	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	2:45	1	2:45	0:00	230:20	12	19:12	20:19	-0.77779	-1.472863
October 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:40	1	5:40	0:00	12:28	3	4:09	3:05	0.017547	-0.989332
October 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	3:38	1	3:38	0:00	35907:42	492	72:59	279:17	-0.248067	-1.150814
October 2016	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	1	0.00%	0.00%	1	17	5.88%	23.53%	-0.242956	-1.147707
October 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	9	11.11%	31.43%	-0.33541	-1.203915
October 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	56	513	10.92%	31.18%	-0.349714	-1.212611
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	32	0.00%		9	207	4.35%	20.39%	-1.122406	-1.682374
October 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,650	0.00%		1	8,736	0.01%	1.07%	-0.724511	-1.440471
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	44	2.27%	14.90%	418	22,855	1.83%	13.40%	-0.142406	-1.086576
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	29	0.00%		0	132	0.00%			
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	100	1.00%	9.95%	9	248	3.63%	18.70%	-1.186762	-1.7215
October 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	257	0.39%	6.23%	513	37,387	1.37%	11.63%	-1.350042	-1.820768
October 2016	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	14	17	82.35%	38.12%	-0.449868	-1.2735
October 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	1,728	0.12%	0.62%						-2.643333
October 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						
October 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	1,728	0.12%							-3
October 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.00%							
October 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	104	111	93.69%	24.31%	-0.258276	-1.157021
October 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	39	39	100.00%	0.00%		
October 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	44	44	100.00%	0.00%		
October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	4	4	100.00%	0.00%	0.841621	-0.488331
October 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	0	2	0.00%							
October 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	17	1	17.00	0.00	893	97	9.21	6.16	0.816875	-0.503375

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
October 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	52	2	26.00							
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	5	5	100.00%	0.00%	188	194	96.91%	17.31%	-0.394417	-1.239789
October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	178	183	97.27%	16.30%	-0.235738	-1.143319
October 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	197	197	100.00%							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6537.96	19,812	0.33							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15899.28	12,822	1.24							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22437.24	19,812	1.13							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3104.69	4,253	0.73							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3614.84	4,253	0.85							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.92	1,712	0.41							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1387.80	1,285	1.08							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2089.72	1,712	1.22							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3022.92	3,732	0.81							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8212.32	3,802	2.16							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11235.24	3,732	3.01							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8516.17	7,813	1.09							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15002.17	7,813	1.92							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2258.88	1,086	2.08							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	618.51	1,167	0.53							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2877.39	1,086	2.65							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3769.36	6,731	0.56							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6994.08	12,952	0.54							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10763.44	6,731	1.60							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	250.47	1,089	0.23							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	730.36	1,922	0.38							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1285.70	989	1.30							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2266.53	1,922	1.18							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2251.84	3,632	0.62							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53180.40	2,730	19.48							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55432.24	3,632	15.26							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589	1.70							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66903.48	6,876	9.73							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48447.96	3,468	13.97							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4037.60	784	5.15							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	16703.10	4,986	3.35							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3895.20	3,246	1.20							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	136	181	75.14%							
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	141	207	68.12%							
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	6	83.33%							
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	136	138	98.55%							
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	141	141	100.00%							
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	5	100.00%							
October 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	20:20	1	20:20							
October 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	21:00	18	1:10							
October 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	139	139	100.00%							
October 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	6	6	100.00%							
October 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	129	129	100.00%							
October 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	19	19	100.00%							
October 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
October 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	43	43	100.00%							
October 2016	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
October 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
October 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
October 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	2	0.00%	0.00%	0	6	0.00%	0.00%		
September 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	226	226	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
September 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	91,128	91,866	99.20%							
September 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	572	572	100.00%							
September 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	340	340	100.00%	0.00%	5,973	5,998	99.58%	6.44%	-1.160487	-1.705526
September 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	572	572	100.00%							
September 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,604,684	3,454,854	1.04							
September 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1039.14	5,088	0.20							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
September 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
September 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
September 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2016	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%	4	5	80.00%	40.00%	-0.456435	-1.277493
September 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	34	96	35.42%	47.83%	-0.383929	-1.233412
September 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	64:00	1	64:00	0:00	18168:01	207	87:46	71:27	-0.331834	-1.201741
September 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:26	1	1:26	0:00	14:38	5	2:56	2:31	-0.542692	-1.329934
September 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:35	3	9:52	8:15	44928:44	477	94:11	265:29	-0.548443	-1.33343
September 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	32	219	14.61%	35.32%	-0.412729	-1.250921
September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	5	20.00%	40.00%	-0.456435	-1.277493
September 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	83	508	16.34%	36.97%	-0.763179	-1.46398
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	33	0.00%		5	207	2.42%	15.35%	-0.839355	-1.510292
September 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,650	0.00%		0	9,072	0.00%			
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	56	1.79%	13.24%	405	23,111	1.75%	13.12%	-0.328942	-1.199983
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	29	0.00%		2	131	1.53%	12.26%	-0.606729	-1.368865
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	106	0.94%	9.67%	5	248	2.02%	14.06%	-0.657707	-1.399857
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	258	1.16%	10.72%	508	37,766	1.35%	11.52%	-0.253373	-1.15404
September 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	167	219	76.26%	42.55%	-0.556742	-1.338475
September 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.00%						-2.996667
September 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						-3
September 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
September 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.00%							
September 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	3	1	3.00	0.00						
September 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	32	2	16.00	0.00	4,624	27	171.26	287.30	-0.737425	-1.448323
September 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
September 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	12	27	44.44%	49.69%	3.719016	1.261001
September 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	94	101	93.07%	25.40%	-0.53528	-1.325427
September 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	43	45	95.56%	20.61%	-0.213308	-1.129682
September 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	34	2	17.00	1.41	721	91	7.92	5.51	2.120072	0.288912
September 2016	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	20	1	20.00	0.00	181	40	4.53	3.64	1.995393	0.213113
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	5	5	100.00%	0.00%	184	199	92.46%	26.40%	-0.63057	-1.383359
September 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	144	144	100.00%							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6662.98	19,597	0.34							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15762.67	13,027	1.21							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22425.65	19,597	1.14							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.00	4,348	0.75							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3769.95	4,348	0.87							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	780.45	1,815	0.43							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1345.68	1,246	1.08							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2126.13	1,815	1.17							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3350.85	3,765	0.89							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7659.08	3,718	2.06							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11009.93	3,765	2.92							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8026.79	7,793	1.03							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6894.81	5,893	1.17							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14921.60	7,793	1.91							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2329.02	1,026	2.27							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	628.02	1,163	0.54							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2957.04	1,026	2.88							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3481.40	6,695	0.52							

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 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7741.98	13,122	0.59							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11223.38	6,695	1.68							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	224.07	1,067	0.21							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	778.59	1,899	0.41							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1138.32	918	1.24							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2140.98	1,899	1.13							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2578.01	3,631	0.71							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53737.32	2,812	19.11							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56315.33	3,631	15.51							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8597.50	4,525	1.90							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7777.38	4,602	1.69							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67038.84	6,897	9.72							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26711.25	6,375	4.19							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47873.10	3,586	13.35							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3959.20	784	5.05							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15150.72	4,856	3.12							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3940.97	3,257	1.21							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5619.04	1,624	3.46							
September 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	160	211	75.83%							
September 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	159	186	85.48%							
September 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	12	12	100.00%							
September 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	160	162	98.77%							
September 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	159	159	100.00%							
September 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	12	12	100.00%							
September 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	62:15	19	3:17							
September 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	125	125	100.00%							
September 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	12	12	100.00%							
September 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	152	152	100.00%							
September 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
September 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
September 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	49	49	100.00%							
August 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	226	228	99.12%							
August 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	98,420	98,420	100.00%							
August 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	595	595	100.00%							
August 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	476	477	99.79%	4.57%	5,855	5,897	99.29%	8.41%	-1.255508	-1.763295
August 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	595	595	100.00%							
August 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,278,833	3,123,237	1.05							
August 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1220.53	5,999	0.20							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
August 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
August 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	3	4	75.00%	43.30%	1	2	50.00%	50.00%	-0.57735	-1.351004
August 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	3	33.33%	47.14%	47	100	47.00%	49.91%	-0.12919	-1.078542
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	55:47	4	13:57	24:04	9:56	2	4:58	2:13	0.442676	-0.730872
August 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	4	0.00%	0.00%	0	2	0.00%	0.00%		
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	34	0.00%		4	206	1.94%	13.80%	-0.760189	-1.462162
August 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	4	9,650	0.04%	2.04%	2	8,976	0.02%	1.49%	0.875836	-0.46753
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	60	0.00%		430	23,359	1.84%	13.44%	-1.059401	-1.64407
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	29	0.00%		1	130	0.77%	8.74%	-0.428723	-1.260645
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	113	0.00%		4	248	1.61%	12.60%	-1.128097	-1.685834
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	258	0.00%		544	38,147	1.43%	11.86%	-1.925459	-2.170596
August 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.01%						-2.993333
August 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,385	0.07%	0.22%						-2.794415
August 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
August 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	2,433	0.14%							
August 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	10	11	90.91%	28.75%	129	142	90.85%	28.84%	-0.007093	-1.004312

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 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	66	68	97.06%	16.90%	-0.242641	-1.147515
August 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4	100.00%	0.00%	52	52	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	98	8	12.25	1.67	1,072	121	8.86	5.54	1.589268	-0.033794
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	16	17	94.12%	23.53%	249	263	94.68%	22.45%	-0.302573	-1.183951
August 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	290	290	100.00%							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6614.36	19,454	0.34							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15586.80	12,989	1.20							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22201.16	19,454	1.14							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3232.46	4,198	0.77							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3698.18	4,198	0.88							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	747.18	1,779	0.42							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1251.60	1,192	1.05							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1998.78	1,779	1.12							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3310.75	3,895	0.85							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8013.78	3,798	2.11							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11324.53	3,895	2.91							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8153.25	7,765	1.05							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6722.20	5,795	1.16							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14875.45	7,765	1.92							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2308.68	1,089	2.12							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	669.20	1,195	0.56							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2977.88	1,089	2.73							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3713.60	6,752	0.55							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7574.22	13,059	0.58							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11287.82	6,752	1.67							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	263.76	1,099	0.24							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	812.21	1,981	0.41							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1265.92	989	1.28							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2341.89	1,981	1.18							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2571.06	3,522	0.73							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52558.95	2,759	19.05							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55130.01	3,522	15.65							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8418.64	4,478	1.88							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7903.40	4,595	1.72							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.55	6,923	9.85							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26466.99	6,347	4.17							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47039.63	3,487	13.49							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3937.00	775	5.08							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15141.08	4,822	3.14							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3775.20	3,146	1.20							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5605.20	1,620	3.46							
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	136	176	77.27%							
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	206	239	86.19%							
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	21	21	100.00%							
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	136	137	99.27%							
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	206	207	99.52%							
August 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	21	21	100.00%							
August 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	36:31	6	6:05							
August 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	17:18	18	0:58							
August 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	164	164	100.00%							
August 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	21	21	100.00%							
August 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	131	131	100.00%							
August 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16	16	100.00%							
August 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	36	36	100.00%							
August 2016	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
August 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
August 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
August 2016	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	22	0.00%	0.00%		
July 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	203	205	99.02%							
July 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	106,697	107,164	99.56%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	576	576	100.00%							
July 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	427	427	100.00%	0.00%	5,564	5,585	99.62%	6.12%	-1.223579	-1.743883
July 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	576	576	100.00%							
July 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,148,839	2,993,806	1.05							
July 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1046.24	5,320	0.20							
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
July 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
July 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2016	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%	3	4	75.00%	43.30%	-0.516398	-1.313948
July 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	34	85	40.00%	48.99%	-0.265405	-1.161355
July 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:53	1	1:53	0:00	10:09	4	2:32	1:52	-0.314728	-1.191341
July 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	10:12	2	5:06	2:20	33451:40	423	79:05	81:15	-1.284775	-1.781088
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	4	25.00%	43.30%	-0.516398	-1.313948
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	71	456	15.57%	36.26%	-0.605987	-1.368414
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	36	0.00%		4	206	1.94%	13.80%	-0.778989	-1.473592
July 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,650	0.00%		0	9,360	0.00%			
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	57	0.00%		363	23,557	1.54%	12.32%	-0.943361	-1.573523
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	29	0.00%		0	130	0.00%			
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	117	0.85%	9.21%	4	248	1.61%	12.60%	-0.536641	-1.326255
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	271	0.74%	8.56%	456	38,334	1.19%	10.84%	-0.683214	-1.415364
July 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.01%						-2.993333
July 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,433	0.07%	0.22%						-2.798471
July 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
July 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,433	0.07%							
July 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	8	8	100.00%	0.00%	94	104	90.38%	29.48%	-0.888973	-1.540457
July 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	36	37	97.30%	16.22%	-0.229579	-1.139574
July 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	47	47	100.00%	0.00%		
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	2	50.00%							
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
July 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	56	7	8.00	4.83	705	86	8.20	6.55	-0.076837	-1.046713
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	15	15	100.00%	0.00%	183	188	97.34%	16.09%	-0.616078	-1.374549
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
July 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	155	155	100.00%							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6405.96	19,412	0.33							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15570.00	12,975	1.20							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21975.96	19,412	1.13							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3288.48	4,216	0.78							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3876.63	4,216	0.92							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.51	1,711	0.41							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1320.90	1,295	1.02							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2022.41	1,711	1.18							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3120.92	3,806	0.82							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8219.67	3,859	2.13							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11340.59	3,806	2.98							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8049.60	7,740	1.04							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6893.64	5,892	1.17							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14943.24	7,740	1.93							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2305.80	1,098	2.10							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	630.18	1,167	0.54							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2935.98	1,098	2.67							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3619.62	6,703	0.54							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7515.64	12,958	0.58							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11135.26	6,703	1.66							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	240.46	1,093	0.22							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.00	1,985	0.40							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1214.12	956	1.27							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2248.58	1,985	1.13							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2336.29	3,487	0.67							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52296.51	2,751	19.01							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54632.80	3,487	15.67							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8584.20	4,518	1.90							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589	1.70							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67213.80	6,915	9.72							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26312.00	6,325	4.16							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46948.20	3,380	13.89							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3907.80	780	5.01							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15284.88	4,899	3.12							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3862.80	3,219	1.20							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5632.88	1,628	3.46							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	154	202	76.24%							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	255	304	83.88%							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	14	92.86%							
July 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	154	154	100.00%							
July 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	255	255	100.00%							
July 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%							
July 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	21:58	1	21:58							
July 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	46:29	30	1:33							
July 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	208	208	100.00%							
July 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	19	19	100.00%							
July 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	149	149	100.00%							
July 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							
July 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
July 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	43	43	100.00%							
July 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
June 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	180	180	100.00%							
June 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	106,419	106,831	99.61%							
June 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	626	626	100.00%							
June 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	394	394	100.00%	0.00%	5,679	5,710	99.46%	7.35%	-1.418417	-1.862336
June 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	626	626	100.00%							
June 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,210,363	3,071,398	1.05							
June 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1176.54	5,653	0.21							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,480	29,520	99.86%							
June 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
June 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2016	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%						
June 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	2	2	100.00%	0.00%	0.524401	-0.681187
June 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	45	107	42.06%	49.36%	0.405629	-0.753395
June 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	3:50	1	3:50	0:00	12459:07	205	60:47	56:24	-1.00707	-1.612255
June 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	139:39	2	69:49	4:52	7614:45	137	55:35	82:17	0.792619	-0.518122
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	20:24	1	20:24	0:00						
June 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:16	3	5:45	3:53	3:06	1	3:06	0:00		
June 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	33	212	15.57%	36.25%	-0.42836	-1.260424
June 2016	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	21	143	14.69%	35.40%	-0.582678	-1.354243
June 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
June 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	0	2	0.00%	0.00%	-0.253347	-1.154024
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	37	0.00%		2	207	0.97%	9.78%	-0.553387	-1.336436
June 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,650	0.01%	1.02%	0	9,288	0.00%			
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	153	1.96%	13.86%	375	23,810	1.57%	12.45%	0.163667	-0.900498
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	30	0.00%		1	132	0.76%	8.67%	-0.431971	-1.26262
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	118	2.54%	15.74%	2	249	0.80%	8.93%	0.873125	-0.469178
June 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	280	0.00%		495	38,665	1.28%	11.24%	-1.898688	-2.154321
June 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	180	212	84.91%	35.80%	-0.420646	-1.255735

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 2016	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	2	50.00%	50.00%	126	143	88.11%	32.36%	0.726975	-0.558031
June 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.00%	0.01%						-2.993333
June 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,433	0.07%	0.52%						-2.778644
June 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%							
June 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,433	0.07%							
June 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	8	8	100.00%	0.00%	136	143	95.10%	21.58%	-0.624459	-1.379644
June 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	58	61	95.08%	21.62%	-0.316487	-1.192411
June 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4	100.00%	0.00%	50	50	100.00%	0.00%		
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
June 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	7	8	87.50%	33.07%	10	10	100.00%	0.00%	0.13971	-0.915062
June 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	37	4	9.25	2.06	847	127	6.67	3.69	1.281552	-0.220872
June 2016	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	9	1	9.00	0.00	407	53	7.68	20.20	1.10768	-0.326578
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	13	14	92.86%	25.75%	241	255	94.51%	22.78%	-0.154304	-1.09381
June 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	8	8	100.00%	0.00%	10	10	100.00%	0.00%		
June 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	128	128	100.00%							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6593.28	19,392	0.34							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15621.10	12,910	1.21							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22214.38	19,392	1.15							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.35	4,295	0.73							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3601.79	4,295	0.84							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.86	1,783	0.42							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1313.96	1,228	1.07							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2062.82	1,783	1.16							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3190.32	3,798	0.84							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8066.60	3,805	2.12							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11256.92	3,798	2.96							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8027.76	7,719	1.04							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6672.32	5,752	1.16							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14700.08	7,719	1.90							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2298.24	1,026	2.24							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	658.90	1,198	0.55							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2957.14	1,026	2.88							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3543.05	6,685	0.53							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7339.92	13,107	0.56							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10882.97	6,685	1.63							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	258.00	1,075	0.24							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	785.97	1,917	0.41							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1256.96	982	1.28							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2300.93	1,917	1.20							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2349.40	3,455	0.68							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49617.00	2,682	18.50							
June 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51966.40	3,455	15.04							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8349.54	4,489	1.86							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7779.07	4,603	1.69							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67803.20	6,835	9.92							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26258.49	6,297	4.17							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47863.92	3,588	13.34							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3858.20	764	5.05							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15693.30	4,982	3.15							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3789.60	3,158	1.20							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5580.51	1,599	3.49							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	152	191	79.58%							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	245	293	83.62%							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	5	80.00%							
June 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	152	152	100.00%							
June 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	245	245	100.00%							
June 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
June 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	20:23	1	20:23							
June 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	41:32	19	2:11							
June 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	202	202	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 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	4	4	100.00%							
June 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	143	143	100.00%							
June 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	18	18	100.00%							
June 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
June 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	38	38	100.00%							
June 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
June 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	6	8	75.00%	43.30%	0	7	0.00%	0.00%		
May 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	243	243	100.00%							
May 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	110,664	110,968	99.73%							
May 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	837	837	100.00%							
May 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	412	413	99.76%	4.91%	5,832	5,848	99.73%	5.22%	-0.118318	-1.071932
May 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	673	673	100.00%							
May 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,083,576	3,933,065	1.04							
May 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1145.67	5,560	0.21							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
May 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
May 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
May 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%	0	1	0.00%	0.00%		
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	2	2	100.00%	0.00%	-0.430727	-1.261864
May 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	11	27.27%	44.54%	27	87	31.03%	46.26%	-0.12745	-1.077484
May 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	43:01	1	43:01	0:00	25764:04	187	137:47	552:47	-0.170963	-1.103938
May 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	113:18	1	113:18	0:00	6192:12	136	45:32	43:47	1.439531	-0.124827
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	67:10	2	33:35	45:04	65:09	1	65:09	0:00		
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	23:54	4	5:58	7:57	2:12	1	2:12	0:00		
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	10:58	2	5:29	4:56	38513:48	420	91:42	374:27	-0.324847	-1.197493
May 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	26	191	13.61%	34.29%	-0.395923	-1.240704
May 2016	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	31	138	22.46%	41.73%	-0.536316	-1.326057
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	0	2	0.00%	0.00%	0.253347	-0.845976
May 2016	Maintenance and Repair	MR-8E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	70	440	15.91%	36.58%	-0.613731	-1.373122
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	41	0.00%		2	194	1.03%	10.10%	-0.593777	-1.360991
May 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	9,650	0.02%	1.44%	1	9,312	0.01%	1.04%	0.663443	-0.596655
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	156	1.28%	11.25%	345	24,019	1.44%	11.90%	-0.16146	-1.098161
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	30	0.00%		1	132	0.76%	8.67%	-0.431971	-1.26262
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	115	3.48%	18.32%	2	227	0.88%	9.35%	1.275325	-0.224657
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	280	0.71%	8.42%	440	38,886	1.13%	10.58%	-0.65771	-1.39986
May 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	156	191	81.68%	38.69%	-0.47243	-1.287217
May 2016	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	120	138	86.96%	33.68%	-0.385903	-1.234612
May 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.01%	0.03%						-2.98
May 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,433	0.08%	0.55%						-2.767398
May 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.01%							
May 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,433	0.08%							
May 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	3	2	1.50	2.12	4,037	23	175.52	300.11	-0.786552	-1.47819
May 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	6	1	6.00	0.00						
May 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	2	0.00%	0.00%	13	23	56.52%	49.57%	-1.546609	-1.940272
May 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
May 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	6	83.33%	37.27%	111	124	89.52%	30.63%	-0.006095	-1.003706
May 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	59	60	98.33%	12.80%	-0.129117	-1.078498
May 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4	100.00%	0.00%	51	51	100.00%	0.00%		
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
May 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	38	5	7.60	2.61	636	100	6.36	3.91	0.852386	-0.481786
May 2016	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	9	1	9.00	0.00	190	48	3.96	2.64	1.253565	-0.237886
May 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	10	11	90.91%	28.75%	225	235	95.74%	20.18%	0.248449	-0.848954
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	235	244	96.31%	18.85%	-0.275632	-1.167572
May 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	118	118	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
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6467.34	19,598	0.33							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15878.30	13,015	1.22							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22345.64	19,598	1.14							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3260.25	4,347	0.75							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3691.67	4,347	0.85							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	740.46	1,806	0.41							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1257.90	1,198	1.05							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1998.36	1,806	1.11							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3136.50	3,825	0.82							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7568.40	3,710	2.04							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10704.90	3,825	2.80							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8076.60	7,692	1.05							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6657.35	5,789	1.15							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14733.95	7,692	1.92							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2308.68	1,089	2.12							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	629.10	1,165	0.54							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2937.78	1,089	2.70							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3631.50	6,725	0.54							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7329.84	13,089	0.56							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10961.34	6,725	1.63							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	223.02	1,062	0.21							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	792.54	1,887	0.42							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1216.66	958	1.27							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2232.22	1,887	1.18							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2231.46	3,381	0.66							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49381.20	2,610	18.92							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51612.66	3,381	15.27							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8567.10	4,509	1.90							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7620.48	4,536	1.68							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66802.70	6,782	9.85							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26520.00	6,375	4.16							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46393.52	3,512	13.21							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3912.81	781	5.01							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15612.25	4,925	3.17							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3764.40	3,137	1.20							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	XML Request/Response	Diagnostic	N/A	5565.12	1,581	3.52							
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	159	197	80.71%							
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	256	291	87.97%							
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	8	11	72.73%							
May 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	159	159	100.00%							
May 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	256	256	100.00%							
May 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	8	8	100.00%							
May 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	32:48	2	16:24							
May 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	42:28	20	2:07							
May 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	189	189	100.00%							
May 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	8	8	100.00%							
May 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	149	149	100.00%							
May 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	13	13	100.00%							
May 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
May 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	35	35	100.00%							
May 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
May 2016	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	2	22	9.09%	28.75%	-1.359737	-1.826662
April 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	178	178	100.00%							
April 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	117,643	117,643	100.00%							
April 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	744	744	100.00%							
April 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	451	451	100.00%	0.00%	5,135	5,157	99.57%	6.52%	-1.332981	-1.810395
April 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	731	731	100.00%							
April 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,748,347	3,614,490	1.04							
April 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1028.31	4,742	0.22							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	26,836	27,220	98.59%							

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
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,220	27,220	100.00%							
April 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	40,857	41,700	97.98%							
April 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	36,961	37,845	97.66%							
April 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
April 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	2	3	66.67%	47.14%	-0.524401	-1.318813
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
April 2016	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%	2	3	66.67%	47.14%	-0.612372	-1.372296
April 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	26:20	1	26:20	0:00	9651:18	180	53:37	49:58	-0.544573	-1.331077
April 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8:21	2	4:10	3:16	12:50	3	4:17	3:17	-0.034343	-1.020879
April 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:40	2	0:20	0:25	3:01	1	3:01	0:00		
April 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:42	1	2:42	0:00	4:59	1	4:59	0:00		
April 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:49	1	1:49	0:00	12:50	3	4:17	3:17	-0.650131	-1.395251
April 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	32	187	17.11%	37.66%	-0.453159	-1.275501
April 2016	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
April 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
April 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
April 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	3	33.33%	47.14%	-0.612372	-1.372296
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	42	4.76%	21.30%	3	194	1.55%	12.34%	0.782072	-0.524534
April 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	9,650	0.02%	1.44%	1	9,216	0.01%	1.04%	0.650899	-0.604282
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	207	0.48%	6.93%	333	24,216	1.38%	11.65%	-1.09737	-1.667154
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	30	3.33%	17.95%	1	133	0.75%	8.64%	0.425733	-0.741173
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	124	0.81%	8.94%	3	227	1.32%	11.42%	-0.403954	-1.245587
April 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	280	0.00%		452	39,101	1.16%	10.69%	-1.803141	-2.096232
April 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	163	187	87.17%	33.45%	-0.382696	-1.232663
April 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.01%	0.02%						-2.983333
April 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.01%	0.03%						-2.984612
April 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.01%							
April 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.01%							
April 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	105	113	92.92%	25.65%	-0.79695	-1.484511
April 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	2	50.00%	50.00%	48	49	97.96%	14.14%	1.421078	-0.136046
April 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4	100.00%	0.00%	50	50	100.00%	0.00%		
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	6	6	100.00%	0.00%		
April 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
April 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	20	3	6.67	1.15	452	94	4.81	2.71	1.062519	-0.354034
April 2016	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	48	2	24.00	12.73	115	41	2.80	1.14	3.719016	1.261001
April 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	6	6	100.00%	0.00%		
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	15	15	100.00%	0.00%	198	212	93.40%	24.83%	-0.99525	-1.605069
April 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	201	218	92.20%	26.81%	-0.40941	-1.248904
April 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	225	225	100.00%							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6216.32	19,426	0.32							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15578.40	12,982	1.20							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21794.72	19,426	1.12							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3043.44	4,227	0.72							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3510.60	4,227	0.83							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	706.84	1,724	0.41							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1283.66	1,211	1.06							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1990.50	1,724	1.15							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3183.05	3,835	0.83							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8051.76	3,798	2.12							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11234.81	3,835	2.93							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8041.28	7,732	1.04							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6741.92	5,812	1.16							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14783.20	7,732	1.91							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2264.12	1,058	2.14							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	649.23	1,139	0.57							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2913.35	1,058	2.75							

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
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3671.25	6,675	0.55							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7478.97	13,121	0.57							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11150.22	6,675	1.67							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	223.30	1,015	0.22							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.60	1,829	0.40							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1137.08	917	1.24							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2091.98	1,829	1.14							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2229.76	3,328	0.67							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49589.32	2,621	18.92							
April 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51819.08	3,328	15.57							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8401.91	4,493	1.87							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7648.30	4,499	1.70							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66438.90	6,711	9.90							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26959.80	6,419	4.20							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46383.18	3,477	13.34							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3848.10	762	5.05							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15255.62	4,874	3.13							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3568.32	3,186	1.12							
April 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XMl	XML Request/Response	Diagnostic	N/A	5520.36	1,542	3.58							
April 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	133	167	79.64%							
April 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	205	269	76.21%							
April 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	31	32.26%							
April 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	133	134	99.25%							
April 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	205	205	100.00%							
April 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00%							
April 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	6:41	12	0:33							
April 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	163	163	100.00%							
April 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	11	11	100.00%							
April 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	122	122	100.00%							
April 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	31	31	100.00%							
April 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	39	39	100.00%							
April 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	32	32	100.00%							
April 2016	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	6	18	33.33%	47.14%	-0.479506	-1.291519