

Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota June 2016 - June 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.

July 11, 2017

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation CT	ΓL-Q Numerator	CTL-Q Denominator	CTL-Q Result C	TL-Q Standard Deviation	Modified Z Score	Parity Score
une 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	155	155	100.00%							
une 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	59,807	59,807	100.00%							
une 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	55	55	100.00%							
une 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	358	358	100.00%	0.00%	5,648	5,670	99.61%	6.22%	-1.145277	7 -1.69627
une 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	55	55	100.00%							
lune 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,753,640	3,491,456	1.08							
lune 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1502.76	6,944	0.22							
lune 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
lune 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
une 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
lune 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
lune 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	38	96	39.58%	48.90%	-0.298148	8 -1.18126
June 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	21:26	1	21:26	0:00	12961:23	184	70:27	74:47	-0.653572	
June 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	13:00	2	6:30	4:27	30098:27	418	72:00	75:35	-1.222611	
lune 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable		N/A	0	23	0.00%	7.21	30090.27	121	3.31%	17.88%	-0.812854	
lune 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A N/A	0	10,106	0.00%		4	8,424	0.00%	17.00%	-0.012054	-1.4941
		MR-8		Residence		N/A	0			47.440/	332			40.050/	0.245240	0 056
June 2017	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A N/A	0	33 19	3.03% 0.00%	17.14%	332	21,444	1.55%	12.35%	0.245248	-0.850
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	-				0		0.00%			
June 2017	Maintenance and Repair		Trouble Rate	Unbundled Loop - DS1 Capable	Parity	14771	0	77	0.00%		5	196	2.55%	15.77%	-1.202986	
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	236	0.85%	9.17%	430	36,165	1.19%	10.84%	-0.482491	
June 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	163	192	84.90%	35.81%	-0.420704	
June 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,920	0.00%	0.00%						-2.9992
June 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,397	0.01%	0.08%						-2.96695
June 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,920	0.00%							
June 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,397	0.01%							
June 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	95	113	84.07%	36.59%	-0.433372	-1.26347
June 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	46	54	85.19%	35.52%	-0.579141	1 -1.35209
June 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4	100.00%	0.00%	35	35	100.00%	0.00%		
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	9	1	9.00	0.00	543	95	5.72	6.09	0.796055	5 -0.51603
June 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	18	2	9.00	2.83	225	42	5.36	3.69	1.231864	4 -0.2510
June 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	179	179	100.00%							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6582.18	19,946	0.33							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	14546.62	12,022	1.21							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21128.80	19,946	1.06							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3752.58	4,811	0.78							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4228.64	4,811	0.88							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	712.58	1,738	0.41							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1269.88	1,198	1.06							+
June 2017 June 2017	-	PO-1-IMA GUI		TOTAL	-	N/A N/A	1982.46	1,738	1.14							+
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A N/A		3,458	0.84							+
June 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic		2904.72									
lune 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7952.24	3,716	2.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10856.96	3,458	3.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7985.52	7,394	1.08							
lune 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890	1.15							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14759.02	7,394	2.00							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2315.31	1,087	2.13							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2962.23	1,087	2.73							
lune 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3690.40	6,590	0.56							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42	13,549	0.58							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11548.82	6,590	1.75							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.08	1,096	0.23							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.95	1,995	0.41							
				RESPONSE												_
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1240.20	954	1.30							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2653.20	3,685	0.72							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40	2,780	19.13							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55834.60	3,685	15.15							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8374.95	4,527	1.85							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7921.67	4,579	1.73							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68773.50	6,975	9.86							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26409.24	6,318	4.18							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46883.44	3,478	13.48							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3914.21	769	5.09							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	3.15							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156	1.20							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML		Diagnostic	N/A	5577.52	1,612	3.46							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	107	153	69.93%							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	142	201	70.65%							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	6	7	85.71%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	107	109	98.17%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	142	142	100.00%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	6	6	100.00%							
June 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	4:18	16	0:16							
June 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	138	138	100.00%							
June 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	6	6	100.00%							
June 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	102	102	100.00%							
June 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
June 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	41	41	100.00%							
June 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
May 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	214	214	100.00%							
May 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	59,964	59,964	100.00%							
May 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	62	62	100.00%							
May 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	375	375	100.00%	0.00%	5,192	5,209	99.67%	5.70%	-1.07023	-1.65065
May 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	62	62	100.00%							
May 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,428,448	4,099,559	1.08							
May 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1261.87	6,522	0.19							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
May 2017	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
May 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
May 2017	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	0	0	100.0070							
May 2017	Electronic Gateway Availability		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	- 1	0.00%	0.00%		
May 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	49	85	57.65%		0.175782	-0.89313
May 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	49:09	1	49:09	0:00%	12179:48		67:40		-0.215769	
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	91:10	2	45:35	20:16	106:41	1 1	106:41		-0.213709	-1.10117
May 2017 May 2017		MR-6E				N/A N/A	6:44	1	45:35 6:44	0:00	30907:46		77:51		-0.552338	-1.33579
	Maintenance and Repair	MR-7A	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity		6:44	1			30907:46					
May 2017	Maintenance and Repair	MR-7A MR-7E	Repair Repeat Ropert Rote Zone 2	Residence	Parity	N/A	0	1 2	0.00%	0.00%	35	190	18.42%		-0.473945	-1.28813
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A N/A	0	2	0.00%	0.00%	72		0.00%		0.450070	-1.27502
May 2017	Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A N/A	0			0.00%	/2	423 126	17.02%		-0.452376	
May 2017	Maintenance and Repair		Trouble Rate	Enhanced Extended Loops - DS1 Capable		1471	Ü	23	0.00%	4 4001	2		1.59%		-0.560093	-1.34051
May 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	9,962	0.02%	1.42%	1	8,496	0.01%		0.51846	
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	30	3.33%	17.95%	329		1.52%		0.334694	-0.7965
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%		0	376	0.00%			
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	79	0.00%		2	212	0.94%		-0.740356	-1.45010
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	241	0.41%	6.43%	422		1.16%		-1.076716	
May 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	148	189	78.31%	41.22%	0.768643	
May 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,920	0.00%	0.00%						
May 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,301	0.00%	0.00%						
May 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,920	0.00%							
May 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,301	0.00%							
May 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	97	102	95.10%	21.59%	-0.387583	-1.23563

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result CTL	Q Standard Deviation	Modified Z Score	Parity Score
May 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	40	40	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	9	2	4.50	2.12	538	81	6.64	4.55	-0.658005	-1.40003
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	2	4	50.00%	50.00%	179	188	95.21%	21.35%	2.122957	0.29066
May 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	207	207	100.00%							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6919.85	19,771	0.35							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15725.16	12,996	1.21							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22645.01	19.771	1.15							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.76	4,126	0.76							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3596.20	4,126	0.87							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	755.94	1,758	0.43							
May 2017		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE		N/A	1254.75	1,195	1.05							-
	Pre-Ordering				Diagnostic	N/A	2010.69		1.14							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic			1,758								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3239.04	3,856	0.84							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7994.79	3,789	2.11							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11233.83	3,856	2.91							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8333.16	7,788	1.07							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7,788	1.90							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2196.03	1,031	2.13							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	667.52	1,192	0.56							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2863.55	1,031	2.78							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3654.56	6,526	0.56							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7429.38	13,034	0.57							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11083.94	6,526	1.70							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	272.75	1,091	0.25							
									0.23							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.58	1,938								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1245.87	981	1.27							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2313.20	1,938	1.19							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539	0.72							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766	19.04							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55212.72	3,539	15.60							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8393.45	4,537	1.85							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68673.36	6,979	9.84							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26253.76	6,311	4.16							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46869.96	3,477	13.48							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3949.84	776	5.09							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15375.15	4.881	3.15							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3816.34	3,154	1.21							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)		Diagnostic	N/A	5612.12	1,622	3.46							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	INP	Diagnostic	N/A	127	181	70.17%							
May 2017	-	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS		N/A	106	159	66.67%							
	Pre-Ordering	PO-2A	All Electronic LSRs		Diagnostic	N/A	3		100.00%							
May 2017	Pre-Ordering			Unbundled Loop Aggregate	Diagnostic		Ü	3								
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	127	127	100.00%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	106	106	100.00%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
May 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:01	2	2:01							
May 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45:52	56	0:49							
May 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	106	106	100.00%							
May 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
May 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	122	122	100.00%							
May 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
May 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							
May 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%							
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%							
					Diagnostic	N/A	100,003	100,083								
April 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation					100.00%	0.0001	F 00.1	F 000	00.000	F 000/	0.07001	-1.591688
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	-1.591

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
pril 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	60	60	100.00%							
pril 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,035,607	2,803,161	1.08							
pril 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	27,360	27,360	100.00%							
April 2017	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
pril 2017	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	27,036	27,360	98.82%							
April 2017	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400	100.00%							
April 2017	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125	100.00%							
April 2017	Electronic Gateway Availability		System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
April 2017	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	-1,440	-1,440	100.00%							
April 2017	Electronic Gateway Availability		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%			
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%		0.492012	
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			1 -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			
April 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	24	178	13.48%		-0.55518	-1.337526
April 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%		
April 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	60	419	14.32%	35.03%	1.057078	-0.357342
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%		-0.374557	
April 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,626	0.00%		1	8,496	0.01%		-0.728862	
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/I 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%						- ₹
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-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
April 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	148	157	94.27%	23.25%	-0.245817	7 -1.149446
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							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	803.19	1,959	0.41							
April 2017					_ 109.100110	11111	000.10	1,555	0.71							
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1160.46	921	1.26							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation (CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Score
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2507.01	3,531	0.71							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52012.08	2,726	19.08							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54519.09	3,531	15.44							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7846.64	4,562	1.72							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68643.84	6,976	9.84							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26307.84	6,324	4.16							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46802.56	3,472	13.48							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3944.75	775	5.09							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	3.15							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156	1.20							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML) XML Request/Response	Diagnostic	N/A	5676.92	1,636	3.47							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	121	169	71.60%							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	90	126	71.43%							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	11								
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	121	122								
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	90	90								+
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3								+
April 2017 April 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	27:11	38								+
April 2017 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								+
April 2017 April 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	113	14								+
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 April 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	43	43								+
April 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	43	43								+
March 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	242	242								+
		BI-3A		· ···		N/A										
March 2017	Billing		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	1.41.1	01		100.00%	0.000/	5 440	5 400	00.050/	5.000	0.00704	1 00001
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	4 -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		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017		GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
March 2017		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
March 2017	Electronic Gateway Availability		System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
March 2017	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
March 2017		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%			
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	7 -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	2 -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	2 -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	7 -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	3 -1.15125
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	188		95.43%			
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	390	390	100.00%							1
March 2017			,	The second secon			200	300								

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Score
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15473.48	12,788	1.21							
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 (Meet Point Inquiry) 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		N/A	7477.26	13,118	0.57							
March 2017		PO-1-IMA GUI	1 , 27	TOTAL	Diagnostic	N/A	11079.60	6,671	1.66							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	268.00		0.25							
March 2017 March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A N/A	268.00 853.55	1,072 1,985	0.25							-
	Pre-Ordering				Diagnostic											
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%						Ì	
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	8 -1.666447
February 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	61	61	100.00%	3.1770	.,500	5,002	55.1476	0.20%	1.000200	1.000 147
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%							
,		GA-1		SIA		N/A										
February 2017	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic		27,360	27,360	100.00%							-
February 2017		GA-1	Gateway Availability - LSR		Diagnostic	N/A	27,360	27,360	100.00%							-
February 2017 February 2017		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							-
EPDILI2IV 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%						1	

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
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
ebruary 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
ebruary 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%		
ebruary 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		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							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)		Diagnostic	N/A	15756.30	12,810	1.23							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)		Diagnostic	N/A	22070.85	19,135	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)		Diagnostic	N/A	3210.00	4,280	0.75							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)		Diagnostic	N/A	3713.36	4,280	0.87							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)		Diagnostic	N/A	738.74	1,718	0.43							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)		Diagnostic	N/A	1262.52	1,169	1.08							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)		Diagnostic	N/A	2001.26	1,718	1.16							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)		Diagnostic	N/A	3414.93	3,837	0.89							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)		Diagnostic	N/A	8081.22	3,794	2.13							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)		Diagnostic	N/A	11496.15	3,837	3.00							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)		Diagnostic	N/A	8540.74	7,982	1.07							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)		Diagnostic	N/A	6486.00	5,640	1.15							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)		_	N/A	15026.74	7,982	1.13							
February 2017	-	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)		Diagnostic	N/A	2319.76	1,084	2.14							
February 2017	Pre-Ordering	PO-1-IMA GUI			Diagnostic				0.57							
February 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)		Diagnostic	N/A	678.30	1,190								
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)		Diagnostic	N/A	2998.06	1,084	2.77							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)		Diagnostic	N/A	3399.30	6,295	0.54							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)		Diagnostic	N/A	7588.00	13,550	0.56							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)		Diagnostic	N/A	10987.30	6,295	1.75							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)		Diagnostic	N/A	259.92	1,083	0.24							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)		Diagnostic	N/A	828.66	1,973	0.42							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)		Diagnostic	N/A	1264.90	973	1.30							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)		Diagnostic	N/A	2353.48	1,973	1.19							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)		Diagnostic	N/A	2519.28	3,499	0.72							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)		Diagnostic	N/A	53639.15	2,801	19.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)		Diagnostic	N/A	56158.43	3,499	16.05							
ebruary 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							
ebruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)		Diagnostic	N/A	7748.67	4,479	1.73							
ebruary 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							
ebruary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)		Diagnostic	N/A	26127.54	6,311	4.14							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 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%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A	208	209	99.52%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CI	LEC Standard Deviation CTL-Q N	umerator	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	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	106	106	100.00%							
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/I 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	
January 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	117	145	80.69%	39.47%	0.846524	-0.48535
January 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,728	0.03%	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							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation CTL-Q Numer	ator CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Score
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						
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						
	, and the second	PO-1-XML			_	N/A	15057.00	4,780	3.15						
January 2017	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A			1.20						
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	. 407 1	3895.20	3,246							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	' '	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%						
	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	220	220	100.00%						
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	69,369	69,369	100.00%						
	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	622	622	100.00%						
December 2016		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	276	276	100.00%	0.00%	230 5,250	99.62%	6.16%	-1.001366	-1.608787
December 2016		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	622	622	100.00%	0.0070	200 0,200	33.027	0.107	1.001000	1.000707
		DB-1B	All	LIDB	Diagnostic	N/A	3,466,468	3,229,169	1.07						
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1129.54	4,681	0.24						
		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%						
		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%						
		GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%						
		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%						
		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%						
		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%	5		
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
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	255	0.00%		372 36,738				
	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%	23,700				-2.993913
	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
	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,728	0.06%	0.0076					
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,409	0.00%						-
		OP-3B				N/A N/A	0		0.00%	0.00%	46 48	95.83%	19.98%	1.544575	-0.060965
December 2016	Ordering and Provisioning	OF-3B	Dispatches outside MSAs	Residence	Parity	IN/A	0	1	0.00%	0.00%	40 48	95.83%	19.98%	1.544575	-0.000965

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior CTL-Q Numera	tor CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%					
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		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.81	1,093							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	697.16	1,202							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3068.97	1,093							
December 2016	-	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3315.00	6,500							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7924.84	12,782							
December 2016		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11239.84	6,500							
December 2016		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	246.33	1,071							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	773.96	1,759							
December 2016	-	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1097.46	871	****						
December 2016		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2117.75	1,759							
December 2016		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2467.25	3,475							
December 2016		PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48167.14	2,558							
	-	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL		N/A	50634.39	3,475							
	Pre-Ordering	PO-1-IMA GUI	1 1 1 1		Diagnostic	N/A		4,523							
December 2016	_	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A N/A	8412.78	4,523							
December 2016			Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic		7300.77								
December 2016		PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66721.92	6,726							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26569.31	6,311							
December 2016	_	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46040.56	3,368							
December 2016	-	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775							
December 2016		PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15372.00	4,880							
December 2016	-	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3680.60	3,346							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML	' · · · · · · · · · · · · · · · · · · ·	Diagnostic	N/A	5266.12	1,522							
	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	109	172							
December 2016		PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	73	138							
December 2016		PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4							
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							
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		PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2							
	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%						
December 2016		PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3							
December 2016	-	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	_	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	191	191				2.307	2.0070		
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	76,074	76,074							

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 C	ΓL-Q Standard Deviation	Modified Z Score	Parity Score
November 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	588	588	100.00%							
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%							
	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
	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%						
	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
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	38:59	1	38:59	0:00	20	0.	10.0070	10.0070	0.270002	
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0.59	1	0.00%	0.00%						
	Maintenance and Repair	MR-8				N/A N/A	0	31	0.00%	0.00%	2	203	0.99%	9.88%	-0.517295	-1.314493
			Trouble Rate	Enhanced Extended Loops - DS1 Capable		1 1 1 1	-	* 1		4.000/	2			9.00%	-0.517295	-1.314493
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,506	0.01%	1.03%	U	8,664	0.00%	40		
	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
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	28	0.00%		0	132	0.00%			
	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
	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
	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	
	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	
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	310	310	100.00%	0.0070	100	107	31.0770	20.0070	0.00043	1.505550
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6417.18	19,446	0.33							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	_	N/A	15693.60	13,078	1.20							
	_				Diagnostic	N/A		19,446	1.14							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic		22110.78									
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3072.24	4,267	0.72							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3564.94	4,267	0.84							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	704.38	1,718	0.41							
	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							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2284.37	1,093	2.09							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	603.72	1,161	0.52							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2888.09	1,093	2.64							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3804.08	6,793	0.56							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7014.70	12,754	0.55							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL		N/A	10818.78	6.793	1.59							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	268.75	1.075	0.25							
					Diagnostic			71 1								-
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.05	1,860	0.39							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1263.39	980	1.29							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2263.19	1,860	1.22							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2306.04	3,494	0.66							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53203.83	2,787	19.09							
Navanahas 2010	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		PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response		N/A	8593.70	4,523	1.90							

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Score
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							
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							
		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	-	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							+
	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	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	1 -0.81085
October 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	546	546	100.00%	0.0070	0,700	0,010	33.3370	0.4170	0.011121	0.01000
October 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,218,985	3,054,395	1.05							
		DB-16 DB-1C-1	All		_	N/A	2462.60	7,309	0.34							
October 2016 October 2016	Database Updates Electronic Gateway Availability	GA-1	Gateway Availability - LSR	Directory Listing IMAGUI	Diagnostic Diagnostic	N/A	29,880	29,880	100.00%							
		GA-1	Gateway Availability - LSR	SIA	_	N/A	29,880	29,880	100.00%							+
October 2016	, ,			XML	Diagnostic											
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR		Diagnostic	N/A	29,880	29,880	100.00%							
October 2016		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840 41.565	42,840	100.00%							
October 2016		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	7	41,565	100.00%							
October 2016		GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
October 2016		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%			
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%			
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		19:12			
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		4:09			
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		72:59			
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%			
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%			
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%			
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	-1.68237
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 -1.44047
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	-1.08657
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	2 -1.721
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	2 -1.82076
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	8 -1.273
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%						-2.64333
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%							
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	6 -1.15702
October 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	39	39	100.00%			1
October 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	44	44	100.00%			+
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	4		100.00%			1 -0.48833
October 2016							· ·		0.0070	0.0070	-	7	. 55.0070	0.007	0.0 11021	55000

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 Deviatior	Modified Z Score	Parity Score
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
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								
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								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15002.17	7,813								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2258.88	1,086								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	618.51	1,167								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2877.39	1.086								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3769.36	6,731								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6994.08	12,952								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10763.44	6,731								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	250.47	1,089								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	730.36	1,922								-
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1285.70	989								-
October 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL		N/A	2266.53	1,922								
		PO-1-IMA GUI		REQUEST	Diagnostic	N/A	2251.84	3,632								
October 2016	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53180.40	2,730								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	55432.24	3,632								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)		Diagnostic	1.51.1	********	3,632 4,523								
October 2016	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78									
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589								
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66903.48	6,876								
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311								
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								
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4037.60	784								
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	16703.10	4,986								
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3895.20	3,246								
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic	N/A	5612.12	1,622								
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	136	181								
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	141	207								
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								
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	141	141								
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								
	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	2		0.00%	0	6	0.00%	0.00%		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark				CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
ptember 2016	-	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	226	226								
ptember 2016		BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	91,128	91,866								
eptember 2016	_	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	572	572								
eptember 2016	-	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	340	340			5,973	5,998	99.58%	6.44%	-1.160487	-1.70552
eptember 2016	Billing	BI-4B	Reciprocal Compensation (MOU):		Diagnostic	N/A	572	572								
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,604,684	3,454,854								
eptember 2016	Database Updates	DB-1C-1	All		Diagnostic	N/A	1039.14	5,088	0.20							
eptember 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR		Diagnostic	N/A	29,520	29,520	100.00%	6						
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%	5						
eptember 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%	5						
eptember 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
eptember 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%	5						
eptember 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
eptember 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
eptember 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	-1.27749
eptember 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	-1.23341
eptember 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	-1.20174
eptember 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	-1.32993
eptember 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	-1.3334
eptember 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	32	219	14.61%	35.32%	-0.412729	-1.25092
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	-1.27749
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	-1.4639
September 2016	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A	0	33	0.00%		5	207	2.42%	15.35%	-0.839355	-1.51029
eptember 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,650	0.00%		0	9,072	0.00%			
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	56			405		1.75%		-0.328942	-1.19998
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	29			2		1.53%		-0.606729	
	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A	1	106			5	248	2.02%		-0.657707	-1.39985
	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A	3	258			508	37.766	1.35%		-0.253373	-1.1540
	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA		Parity	N/A	1	1	100.00%		167		76.26%		-0.556742	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl		Parity	N/A	0	1,728			107	210	70.2076	42.5576	-0.550742	-2.99666
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl		Parity	N/A	0	2,433								2.55000
	Network Performance	NI-1C	-		Diagnostic	N/A	0	1,728								
	Network Performance	NI-1D	Trunk Blockage to CTL-Q Taildell Ofc w/o TGSR excl		-	N/A	0	2,433								
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Diagnostic Parity	N/A	0	2,433	3.00							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	32	2			4,624	27	171.26	287.30	-0.737425	-1.44832
							32	2			4,024	21	171.20	267.30	-0.737425	-1.44632
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A N/A	0				40	07	44.440/	40.000/	0.740040	1 0010
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities		Parity		2	2			12 94			49.69%	3.719016	1.26100
	Ordering and Provisioning	OP-3A	Dispatches within MSAs		Parity	N/A	4	4				101	93.07%		-0.53528	
	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%		43		95.56%		-0.213308	
	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	34	2			721		7.92		2.120072	0.28891
	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	20	1	20.00		181		4.53		1.995393	
	Ordering and Provisioning	OP-5A	New Service Installation Quality		Parity	N/A	5	5	100.00%		184	199	92.46%	26.40%	-0.63057	-1.38335
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	144	144								
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)		Diagnostic	N/A	6662.98	19,597								
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								
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)		Diagnostic	N/A	3261.00	4,348	0.75							
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3769.95	4,348	0.87	7						
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	780.45	1,815	0.43	3						
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1345.68	1,246								
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2126.13	1,815	1.17	7						
eptember 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	6						
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11009.93	3,765	2.92	2						
eptember 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8026.79	7,793	1.03	3						
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6894.81	5,893	1.17	7						
eptember 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	-	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2329.02	1,026								
September 2016	-	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)		Diagnostic	N/A	628.02	1,163								
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2957.04	1,026								

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	CLEC Standard Deviation CT	ΓL-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)	REQUEST	Diagnostic	N/A	3481.40	6,695	0.52							
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	_	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	-	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	-	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3959.20	784	5.05							
September 2016	_	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15150.72	4,856	3.12							
September 2016	-	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3940.97	3,257	1.21							
September 2016		PO-1-XML	Pre-Order Response Times (TV Reservation XIVIL)		Diagnostic	N/A	5619.04	1,624	3.46							
September 2016	-	PO-1-XIVIL	All Electronic LSRs	I NP	Diagnostic	N/A	160	211								
September 2016	_	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	159	186	85.48%							
September 2016		PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	12	12								-
	-	PO-2A PO-2B		I NP	_	N/A										-
September 2016	-		All Flow-through Eligible LSRs	2.11	Diagnostic	N/A	160	162	98.77%							
September 2016	_	PO-2B PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	159 12	159	100.00% 100.00%							-
September 2016	-		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic			12								
September 2016		PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	62:15	19								
September 2016	-	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	125	125	100.00%							
September 2016	-	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	12	12								
September 2016	_	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	152	152								
September 2016	-	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11								
September 2016	-	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	49	49								
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	2	0.00%			
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable		N/A	0	34			4	206	1.94%		-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%		
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	60	0.00%		430	-7-	1.84%			
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	29			1	130	0.77%			
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	113			4	248	1.61%		-1.128097	
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	258	0.00%		544		1.43%		-1.925459	
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%	544	55,147	1070	11.0076	1.020403	-2.993333
August 2016 August 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q Fandern Old wi TGSR excl	LIS Trunk	Parity	N/A	2	2,385	0.07%	0.22%						-2.794415
August 2016 August 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc wingsk excl	LIS Trunk	Diagnostic	N/A	0	1,728	0.00%	0.2270						-2.7 544 13
August 2016 August 2016		NI-1D				N/A	3	2,433	0.00%							\leftarrow
	Network Performance	IALID	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	14/74	3	∠,433	0.14%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviation CT	L-Q Numerator (CTL-Q Denominator	CTL-Q Result CTL	-Q Standard Deviatior M	Modified Z Score	Parity Score
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
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		N/A	1998.78	1,779	1.12							
					Diagnostic											
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							$\overline{}$
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							$\overline{}$
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							$\overline{}$
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		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							
_	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scrieduler XML)	XML Request/Response		N/A	68191.55	6,923	9.85							
August 2016					Diagnostic											
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)		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%							$\overline{}$
August 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	36	36	100.00%							$\overline{}$
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 August 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	I NP	Benchmark	90.00%	1	1	100.00%							
August 2016 August 2016	Pre-Ordering Pre-Ordering	PO-5C-(C)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
August 2016 August 2016	Pre-Ordering Pre-Ordering	PO-5D PO-9A		Non-Designed Services		85.00% N/A	0	1	0.00%	0.00%	0	22	0.00%	0.00%		
			Non-Designed Services		Parity by Docigo		Ü			0.00%	U	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%							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	106,697	107,164	99.56%							
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			
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%		-0.605987	-1.368414
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable		N/A	0	36	0.00%	2.0070	4	206	1.94%		-0.778989	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,650	0.00%		0	9.360	0.00%		00000	11110002
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	57	0.00%		363	23.557	1.54%		-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%		0.0 70001	1.0. 5020
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%		-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%		-0.683214	
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%	430	30,004	1.1370	10.0470	-0.003214	-2.993333
July 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Failue in Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,433	0.00%	0.22%						-2.798471
July 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Olc wirdsk excl	LIS Trunk		N/A	0	1,728	0.07%	0.2276						-2.790471
		NI-1D			Diagnostic		-	2,433								
July 2016	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2		0.07%	0.000/	0.4	404	00.000/	00.400/	0.000070	1.540455
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%		-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		90.00%	1	2	50.00%	0.000/			100.000			
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			
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%		-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 (Service Availability)	ACCEPT	Diagnostic	N/A	240.46	1,093	0.22							
July 2016 July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.00	1,985	0.40							
oury 2010	i id-Ordening	I O- I-IIVIA GUI	i to Gradi Nesponse Times (TN Neservation)	NEWOLU I	Diagnostic	IN/A	1 54.00	1,500	0.40							

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)	RESPONSE	Diagnostic	N/A	1214.12	956	1.27							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2248.58	1,985	1.13							
luly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2336.29	3,487	0.67							
luly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52296.51	2,751	19.01							
luly 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54632.80	3,487	15.67							
luly 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							
luly 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							
luly 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							
luly 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							
uly 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							
uly 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							
uly 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML		Diagnostic	N/A	5632.88	1,628	3.46							
uly 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	154	202	76.24%							
uly 2016	Pre-Ordering	PO-2A	All Electronic LSRs		Diagnostic	N/A	255	304	83.88%							
uly 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	14								
uly 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	I NP	Diagnostic	N/A	154	154								
uly 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	255	255	100.00%							
uly 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A	13	13								
uly 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	21:58	13	21:58							
uly 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	46:29	30								
uly 2016 uly 2016	-	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs			95.00%	208	208	100.00%							
	Pre-Ordering			Resale Aggregate	Benchmark		19	19								
uly 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	149	149								
uly 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%										
uly 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17								
uly 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
uly 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	43	43								
uly 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile		Benchmark	90.00%	1	1	100.00%							
une 2016	Billing	BI-2	Invoices Delivered within 10 Days		Parity by Design	N/A	180	180								
lune 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	106,419	106,831	99.61%							
une 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	626	626	100.00%							
une 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	394	394		0.00%	5,679	5,710	99.46%	7.35%	-1.418417	7 -1.86233
une 2016	Billing	BI-4B	Reciprocal Compensation (MOU):		Diagnostic	N/A	626	626	100.00%							
une 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,210,363	3,071,398	1.05							
une 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1176.54	5,653	0.21							
une 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
une 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
une 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,480	29,520	99.86%							
une 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
une 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
une 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
une 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
une 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%						
une 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2		Parity	N/A	1	3	33.33%	47.14%	2	2	100.00%	6 0.00%	0.524401	1 -0.68118
une 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	-0.75339
une 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	7 56:24	-1.00707	7 -1.61225
une 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	-0.51812
une 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						
ıne 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		
une 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		15.57%			-1.26042
une 2016	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	21					
une 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	2.	110	50 //	22.1070	2.222010	1
une 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%	6 0.00%	-0.253347	7 -1.15402
une 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable		N/A	0	37		71.1470	2		0.97%			
ine 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	4	9,650	0.00%	1.02%	0		0.00%		0.000001	1.00040
une 2016 une 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	153	1.96%	13.86%	375	-,	1.57%		0.163667	7 -0.90049
une 2016 une 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	30		13.00%	3/5	132	0.76%			
		MR-8					0			45 740/	1					
une 2016	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	118	2.54%	15.74%	2		0.80%			
une 2016			Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	280	0.00%		495	38,665	1.28%	11.24%	-1.898688	-2.15432

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 C	TL-Q Standard Deviation	Modified Z Score	Parity Score
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
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)		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)		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		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		Diagnostic	N/A	41:32	19	2:11							
		1 1 1 1				100	02	.0	=							

June 2017 Aggregate Performance Report SD.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviatio	r CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	202	202	100.00%							
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%		