

# **Qwest Corporation (Qwest or CTL-Q) Performance Results**

# South Dakota June 2019 - June 2020

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 14, 2020

CenturyLink QC Performance Results – Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmar	k CLEC Numerator C	CLEC Denominator	CLEC Result (	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	196	196	100.00%							
June 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	29,113	29,113	100.00%							
June 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	37	37	100.00%							
June 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	108	108	100.00%	0.00%	2,743	2,790	98.32%	12.87%	-1.334753	-1.811472
June 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	37	37	99.54%							
June 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,636,138	1,627,069	1.01							
June 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	766.01	3,033	0.25							
June 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
June 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
June 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	13	0.00%							
June 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,418	0.00%		0	8,064	0.00%			
June 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	21	0.00%		352	14,736	2.39%	15.27%	-0.716361	-1.435517
June 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%			·				
June 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	56	0.00%							
June 2020	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,064	0.00%	0.00%						-2.999302
June 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,061	0.01%	0.05%						-2.970655
June 2020	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,064	0.00%	0.0070						2.0.0000
June 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,061	0.01%							
June 2020	Ordering and Provisioning		Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	2,001	100.00%	0.00%						
June 2020	Ordering and Provisioning  Ordering and Provisioning		Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	16	16	100.00%	0.0076						
June 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST		93.00 % N/A	768.36	2,955	0.26							
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June 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15239.14	20,876	0.73							
June 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16007.50	2,955	5.42							
June 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.48							
June 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
June 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
June 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
June 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
June 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	720	0.58							
June 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	16,534	1.94							
June 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	720	45.14							
June 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	676.80	3,384	0.20							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
June 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7162.80	3,384	2.12							
June 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	524.76	4,373	0.12							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6646.96	21,652	0.21							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7171.72	4,373	1.64							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	4,040	0.38							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	716	0.39							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	3,916	2.18							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	716	14.46							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	242.76	458	0.53							
June 2020	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	11409.72	1,495	7.63							
June 2020	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	11652.48	458	25.44							
June 2020	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
June 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
June 2020	Pre-Ordering		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	780,521	9.58							
June 2020	Pre-Ordering		Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
June 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Cop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
June 2020	Pre-Ordering		Pre-Order Response Times (Loop Quai Tools XINL)	XML Request/Response		N/A	3991.25	775	5.15							
JULIE ZUZU	i re-Ordering	I O-I-VIVIL	The Order Nesponse Times (weet Form inquity AML)	VINIT IZEAnces (IZES house	Diagnostic	14/74	3991.23	113	5.15							

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
une 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
une 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
une 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
une 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	118	190	62.11%							
lune 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10	10	100.00%							
June 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	118	124	95.16%							
June 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10	10	100.00%							
June 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45:45	34	1:21							
June 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	9	9	100.00%							
June 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	109	109	100.00%							
June 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	67	67	100.00%							
June 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
May 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desig		179	179	100.00%							
May 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	29,425	29,425	100.00%							
May 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	36	36	100.00%							
May 2020	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	113	113	100.00%	0.00%	2,365	2,444	96.77%	17.69%	-1.899426	-2.1547
	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation		N/A			99.78%	0.0070	2,300	2,777	30.1170	17.0070	1.033420	2.1047
May 2020	•	DB-1B	All	LIDB	Diagnostic	N/A	1,722,222	36 1,712,640	1.01							
May 2020	Database Updates				Diagnostic											
May 2020	Database Updates		All	Directory Listing	Diagnostic	N/A	562.66	2,067	0.27							
May 2020		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
May 2020	, ,	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,727	29,880	99.49%							
May 2020	, ,	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
May 2020	, ,	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
May 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
May 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
May 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	2	50.00%	50.00%	-0.816497	-1.49639
May 2020	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%						
May 2020	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	55	87	63.22%	48.22%	0.318639	-0.80628
May 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1:09	1	1:09	0:00	7:03	2	3:31	1:27	-1.337763	-1.81330
May 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	1299:10	2	649:35	6:01						
May 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	2	50.00%	50.00%	-0.816497	-1.49639
May 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
May 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	13	7.69%	26.65%						
May 2020	Maintenance and Repair		Trouble Rate	LIS Trunk	Parity	N/A	2	9,986	0.02%	1.42%	0	8,136	0.00%			
May 2020	Maintenance and Repair		Trouble Rate	Residence	Parity	N/A	0	21	0.00%	1.4270	242				-0.58983	-1.35859
May 2020	Maintenance and Repair		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%		LTL	14,020	1.0070	12.07 /0	0.00000	1.0000
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable		N/A	0	56	0.00%							
May 2020	·				Parity		0			4.040/						2.2454
May 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	2,064	0.25%	1.01%						-2.24511
May 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,061	0.00%	0.00%						
May 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	2,064	0.25%							
May 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,061	0.00%							
May 2020	Ordering and Provisioning		Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%			
May 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
May 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	44	44	100.00%							
May 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1.24	2	0.62							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	0.95	2	0.47							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	2.19	2	1.10							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
May 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
May 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
May 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
May 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.12							
May 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	10,657	3.01							
	-		Pre-Order Response Times (Facility Check)	TOTAL												
May 2020	Pre-Ordering			REQUEST	Diagnostic	N/A	32493.86	3,479	9.34							
May 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)		Diagnostic	N/A	0.98	5	0.18							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator   CLE	EC Denominator C	CLEC Result   C	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6486.98	5	1201.29							
/lay 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
/lay 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	524.76	4,373	0.12							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6646.96	33,235	0.20							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7171.72	4,373	1.64							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	2,326	0.66							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	2,326	3.67							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	2,326	4.45							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1.45	2	0.72							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	201.17	26	7.74							
May 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	202.62	2	101.31							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	782,154	9.56							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
May 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Trivices valid) Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
May 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	52	98	53.06%							
May 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	33	90.91%							
May 2020	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
	Pre-Ordering	PO-2A	All Flow-through Eligible LSRs	LNP		N/A	52	56	92.86%							
May 2020	-	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic											
May 2020	Pre-Ordering				Diagnostic	N/A	30	30	100.00%							
May 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	£1,20	20								
May 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	51:38	29	1:47							
May 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	30	30	100.00%							
May 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	2	2	100.00%							
May 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	49	49	100.00%							
May 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
May 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	41	42	97.62%							
May 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
April 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		129	130	99.23%							
April 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	24,784	24,784	100.00%							
April 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	52	52	100.00%							
April 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	193	193	100.00%	0.00%	2,095	2,226	94.12%	23.53%	-3.332475	-3.0260
April 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	51	52	97.69%							
April 2020	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	2	0.00%	0.00%	)	
April 2020	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	2:58	1	2:58	0:00	2957:09	66	44:48	46:56	6 -0.884823	-1.5379
April 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0:49	1	0:49	0:00	21:56	2	10:58	4:36	-1.803109	-2.0962
April 2020	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	21	86	24.42%	42.96%	-0.565122	-1.343
April 2020	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	2	0.00%	0.00%	o	
April 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	26	0.00%							
April 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,562	0.00%		0	8,160	0.00%			
April 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	25	4.00%	19.60%	143				6 0.793687	-0.51747
April 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	18	0.00%							
April 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	81	1.23%	11.04%						
April 2020	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	58	69	84.06%	36.61%	6 -0.432372	-1.2628
April 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,016	0.00%	0.00%		00	2 00 / 0	33.317	31.02012	1.2020
April 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	2,061	0.05%	0.42%						-2.8630
April 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,016	0.00%	0.7270						2.0000
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Failure in Oic w/o TGSR excl	LIS Trunk			1	2,010	0.00%						-	
April 2020		OP-5A	-	LIS Trunk	Diagnostic	N/A N/A	1	2,001		0.000/	4	4	100.000/	0.000	/	
April 2020	Ordering and Provisioning		New Service Installation Quality		Parity		1	1	100.00%	0.00%	1	1	100.00%	0.00%	1	
April 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	128	128	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator (		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
pril 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	51	88	57.95%							
pril 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10	11	90.91%							
pril 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
pril 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	51	56	91.07%							
pril 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10	10	100.00%							
pril 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
pril 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	19:18	20	0:58							
pril 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	10	10	100.00%							
April 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
April 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	51	51	100.00%							
April 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
April 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	32	32	100.00%							
April 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
March 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		174	175	99.43%							
			·													-
March 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	31,671	31,671	100.00%							
March 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	59	59	100.00%	2.224						<del></del>
March 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	94	94	100.00%	0.00%	2,582	2,652	97.36%	16.03%	-1.568814	-1.953771
March 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	58	59	98.60%							
March 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,287,859	2,272,075	1.01							
March 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	790.00	3,296	0.24							
March 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
March 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
March 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
March 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
March 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
March 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
March 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2020	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	34	103	33.01%	47.02%	0.112715	-0.931474
March 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	16	0.00%		4	104				
March 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,866	0.00%		0	7,800			511.11.00	
March 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		255				-0.656231	-1.39896
March 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%		0	214			0.000201	1.00000
March 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	61	0.00%		4	112			-1.209397	-1.735261
	·			·	-		0				262					
March 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	132	0.00%	0.000/	362	26,276	1.38%	11.66%	-1.354521	-1.823491
March 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,016	0.00%	0.00%						-3
March 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,061	0.01%	0.07%						-2.977293
March 2020	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,016	0.00%							
March 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,061	0.01%							
March 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
March 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
March 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	844	844	100.00%							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	167.38	609	0.27							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	42416.50	60,595	0.70							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	42583.88	609	69.92							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7229.55	15,612	0.47							
March 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	15,612	0.50							
March 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
March 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197	0.09							
March 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.46							
//arch 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.40							
				RESPONSE			2347.49		0.83				-			
March 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic	N/A		12,062								
March 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,327	0.97							
March 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	9882.80	31,880	0.31							
March 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
March 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	16368.80	31,880	0.51							
/larch 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5,822	0.98							
March 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68	3,825	0.09							
March 2020	Pre-Ordering	DO 1 IMA CLII	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18	5,822	1.03							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator   CLE	C Denominator C	CLEC Result   CLEC Star	ndard Deviation   CTL-Q N	merator CTL	Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	30.47	66	0.46							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	884.80	4,424	0.20							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	915.27	66	13.82							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	194.00	1,815	0.12							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73	6,993	0.53							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6,993	0.87							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445	9.82							
March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	776	5.16							
March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
March 2020	Pre-Ordering		Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5960.12	1,724	3.48							
March 2020	Pre-Ordering		All Electronic LSRs	LNP	Diagnostic	N/A	72	122	59.02%							
March 2020	Pre-Ordering		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	0	10	90.00%							
March 2020	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
March 2020	Pre-Ordering		All Flow-through Eligible LSRs	LNP		N/A	72	77	93.51%							
March 2020	-			Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	12	0	100.00%							
March 2020	Pre-Ordering Pre-Ordering		All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic		9	9	100.00%							
	-				Diagnostic	N/A	70.04	10								
March 2020	Pre-Ordering		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	78:01	49	1:36							
March 2020	Pre-Ordering	` '	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	9	9	100.00%							
March 2020	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
March 2020	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	66	66	100.00%							
March 2020	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
March 2020	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
March 2020	Pre-Ordering	` '	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	41	41	100.00%							
February 2020	Billing		Invoices Delivered within 10 Days	All	Parity by Desig		165	165	100.00%							
February 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	34,424	34,424	100.00%							
February 2020	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	58	58	100.00%							
February 2020	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	107	108	99.07%	9.58%	2,815	2,887	97.51%	15.59%	-1.025954	-1.623735
February 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	58	58	99.06%							
February 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,884,416	1,868,694	1.01							
February 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	772.48	3,093	0.25							
February 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,260	28,260	100.00%							
February 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,260	28,260	100.00%							
February 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,975	28,260	98.99%							
February 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	40,260	40,260	100.00%							
February 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	39,045	39,045	100.00%							
February 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
February 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2020	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	27	55	49.09%	49.99%	-1.009217	-1.61356
ebruary 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	17	0.00%		2	106	1.89%	13.61%	-0.530791	-1.322698
February 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,818	0.00%		0	7,944	0.00%			
February 2020	Maintenance and Repair		Trouble Rate	Residence	Parity	N/A	0	25	0.00%		177	15,208	1.16%		-0.542133	-1.329594
February 2020	Maintenance and Repair		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%		0	217	0.00%			
February 2020	Maintenance and Repair		Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	63	0.00%		2	114	1.75%		-0.85122	-1.517505
February 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	132	0.00%		237	26,530	0.89%			
February 2020	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	1,992	0.25%	0.86%		_0,000	3.0070	3.7170		-2.258675
February 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,061	0.01%	0.06%					-	-2.980437
February 2020	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	1,992	0.25%	3.5575					-	2.000-07
February 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,061	0.01%							
			Number Portability Timeliness without Loop Coord	LNP		95.00%	255	255	100.00%							
February 2020	Ordering and Provisioning	OF-00	Trumber Fortability Timeliness without Loop Coord	LINE	Benchmark	33.00%	200	200	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator CL	EC Denominator   C	LEC Result   CLEC	Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	768.36	2,955	0.26							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15239.14	20,876	0.73							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16007.50	2,955	5.42							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.48							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	720	0.58							
February 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	7,583	4.23							-
February 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	720	45.14							-
February 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	676.80	5,640	0.12							
February 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							-
	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL		N/A	7162.80		1.27							-
February 2020	ů .				Diagnostic			5,640								-
February 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
February 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
February 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
February 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	524.76	4,373	0.12							
February 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6646.96	21,652	0.21							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7171.72	4,373	1.64							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	4,040	0.38							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	716	0.39							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	3,916	2.18							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	716	14.46							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	242.76	458	0.53							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	11409.72	1,416	8.06							
February 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	11652.48	458	25.44							
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							-
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	762,999	9.48							
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							-
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response		N/A	3991.25	775	5.15							
-	•		,	XML Request/Response	Diagnostic											-
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)		Diagnostic	N/A	19800.00	5,280	3.75							
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
February 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
February 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	99	144	68.75%							
February 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10	41	24.39%							
February 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
February 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	99	104	95.19%							
February 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10	10	100.00%							
February 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
February 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	56:01	23	2:26							
February 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	9	9	100.00%							
February 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	4	4	100.00%							
February 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	93	93	100.00%							
February 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
February 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	36	36	100.00%							
February 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
January 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desig		172	172	100.00%							
January 2020	Billing	BI-3A		UNEs and Resale Aggregate			33,195	34,892	95.14%							-
	· ·	BI-3A	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A		34,692	100.00%						<del></del>	
January 2020	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	45			0.000/	0.700	0.040	07.040/	47.000	4 740006	0.0406
January 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	99	99	100.00%	0.00%	2,726	2,810	97.01%	17.03%	6 -1.716626	-2.0436
January 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	45	45	99.21%							
January 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,064,339	2,048,284	1.01							
January 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	695.05	3,005	0.23							
January 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
January 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator (	CLEC Denominator	CLEC Result	CLEC Standard Deviation   C	CTL-Q Numerator C	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
anuary 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
anuary 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ЕВТА	Diagnostic	N/A	43,200	43,200	100.00%							
anuary 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
anuary 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
anuary 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
anuary 2020	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	19	51	37.25%	48.35%	-0.344102	-1.209199
anuary 2020	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	17:25	1	17:25	0:00	14057:05	94	149:33	658:34	-0.199569	-1.121329
anuary 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	1:28	1	1:28	0:00	27801:02	249	111:39	439:50	-0.250016	-1.151999
January 2020	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	29	123	23.58%	42.45%	-0.553193	-1.336318
January 2020	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	52	321	16.20%	36.84%	-0.438985	-1.266884
January 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	18	0.00%		4	109	3.67%	18.80%	-0.767155	-1.466397
January 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,818	0.00%		0	7,992	0.00%			
January 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	25	4.00%	19.60%	266	15,387	1.73%	13.03%	0.374045	-0.772597
January 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%		0	218	0.00%			
January 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	63	0.00%		4	117	3.42%	18.17%	-1.203976	-1.731965
lanuary 2020	·	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	139	0.72%	8.45%	321	26,795	1.20%	10.88%	-0.517264	-1.314474
anuary 2020	Maintenance and Repair		Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	97	123	78.86%	40.83%	-0.515635	
anuary 2020	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,896	0.07%	0.00%	31	123	7 0.00 /0	40.03/0	-0.010000	-1.513464
			· · · · · · · · · · · · · · · · · · ·				1									-2.19
lanuary 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	U	2,013	0.00%	0.00%						-3
lanuary 2020	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,896	0.07%							
lanuary 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,061	0.09%	2 222:		-	100.000		0.100=5=	0.722155
lanuary 2020			Interval Zone 2 Areas	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	2	2	100.00%	0.00%	0.430727	-0.738136
lanuary 2020	Ordering and Provisioning		Interval Zone 2 Areas	LIS Trunk	Parity	N/A	7	1	7.00	0.00						
lanuary 2020	Ordering and Provisioning		New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
anuary 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	152	152	100.00%							
anuary 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	167.38	609	0.27							
lanuary 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	145.29	216	0.69							
lanuary 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	312.67	609	0.51							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	556	0.48							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	556	8.88							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.78							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	3,479	3.38							
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	3,479	9.34							
January 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	676.80	967	0.70							
January 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7162.80	967	7.41							
	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST		N/A	1578.61	1,397	1.13							
January 2020 January 2020	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic		6705.60	1,397	4.80							
			Pre-Order Response Times (Meet Point Inquiry)  Pre-Order Response Times (Meet Point Inquiry)		Diagnostic	N/A										
January 2020	Pre-Ordering			TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
January 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	30.47	66	0.46							
January 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	24.44	128	0.21							
January 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	54.91	66	0.83							
January 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	4,264	0.36							
January 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	481	0.58							
January 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	4,104	2.08							
lanuary 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	481	21.51							
anuary 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	39.58	72	0.55							
anuary 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	610.66	72	8.48							
anuary 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	650.24	72	9.03							
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
anuary 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
anuary 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445	8.82							
lanuary 2020	Pre-Ordering	_	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
January 2020	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
January 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark		EC Denominator (	CLEC Result   C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
January 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	125	172	72.67%							
January 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	16	49	32.65%							
January 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	125	130	96.15%							
January 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	16	16	100.00%							
January 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	110:19	37	2:59							
January 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	16	16	100.00%							
January 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	120	120	100.00%							
January 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%							
January 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	40	40	100.00%							
January 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
December 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	196	196	100.00%							
December 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	36,002	36,002	100.00%							
December 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	55	55	100.00%							
December 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	117	117	100.00%	0.00%	2,908	3,143	92.52%	6 26.30%	-3.019208	-2.835548
December 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	54	55	99.07%							
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,352,570	2,336,962	1.01							
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	776.08	2,806	0.28							
	'	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
December 2019		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
December 2019		GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
	, ,	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
	·	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	20,000	20,000	100.0076							
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable		N/A	0	21	0.00%		2	111	2.70%	6 16.22%	-0.700379	-1.4258
		MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,842	0.00%		3	7,896			-0.700379	-1.4250
December 2019	·				Parity		0				0				0.644422	1 20070
December 2019	·	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		252				-0.641132	-1.389781
December 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%		0	223			4.044470	4 60 404
December 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	67	0.00%		3	122			-1.044176	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	139	0.00%	0.000/	314	27,085	1.16%	6 10.70%	-1.273586	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	1,872	0.10%	0.20%						-2.693846
		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,917	0.00%	0.00%						-3
			Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	1,872	0.10%							
		NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,061	0.10%							
	-	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	179	180	99.44%							
	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	167.38	609	0.27							
December 2019		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	145.29	216	0.67							
December 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	312.67	609	0.51							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
December 2019		PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
December 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.12							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	3,479	9.22							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	3,479	9.34							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	676.80	5,640	0.12							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2019	-		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7162.80	5,640	1.27							
December 2019			Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
December 2019			Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	30.47	64	0.48							
December 2019	-		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	24.44	128	0.19							
December 2019	-		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	54.91	64	0.86							
	i io Oraciniy	1 O 1-IIVIA GUI	1 10 Order Response Times (Gervice Availability)	IVIAL	Diagnostic	14/73	34.31	04	0.00							

Month	PID Category	PID	PID Title	Product Category	Standard	_				EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	2,326	0.66							
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
December 2019 F	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	2,326	3.67							
December 2019 F	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	2,326	4.45							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	39.58	72	0.55							
December 2019 F	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	610.66	72	8.48							
December 2019 F	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	650.24	72	9.03							
December 2019 F	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
December 2019 F	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
December 2019 F	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445	9.82							
December 2019 F	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
December 2019 F	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							-
	Pre-Ordering		All Electronic LSRs	LNP		N/A			75.00%							
			All Electronic LSRs  All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic		108	144								-
	Pre-Ordering				Diagnostic	N/A	17	52	32.69%							
	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
	Pre-Ordering		All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	108	114	94.74%							
	Pre-Ordering		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	17	100.00%							
	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	10:15	13	0:47							
December 2019 F	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	17	17	100.00%							
December 2019 F	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
December 2019 F	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	104	104	100.00%							
December 2019 F	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	36	36	100.00%							
December 2019 F	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
November 2019 E	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Desig	n N/A	182	182	100.00%							
November 2019 E	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	36,689	36,689	100.00%							
November 2019 E	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	54	54	100.00%							
November 2019 E	<u> </u>		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	143	143	100.00%	0.00%	3,077	3,148	97.74%	14.85%	-1.776589	-2.080
November 2019 E		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	54	54	100.00%		5,511	2,1.10	311111			
November 2019	-		All	LIDB	Diagnostic	N/A	2,246,869	2,232,067	1.01							
November 2019	'		All	Directory Listing	Diagnostic	N/A	829.68	3,779	0.22							
	·		Gateway Availability - LSR	IMAGUI		N/A	29,340	29,340	100.00%							
					Diagnostic											
	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							
	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
November 2019 E	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	0	2	0.00%	0.00%	,	
November 2019	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	26:14	1	26:14	0:00	5100:55	89	57:19	53:13	-0.580792	-1.3530
November 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5:47	4	1:27	0:01	9:07	2	4:34	0:42	-5.16886	-4.142
November 2019	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24	98	24.49%	43.00%	-0.566611	-1.344
November 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	0	2	0.00%	0.00%	)	
November 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	21	19.05%	39.27%	2	111				0.529
			Trouble Rate	LIS Trunk	Parity	N/A	0	10,010	0.00%		0	7,896				
			Trouble Rate	Residence	Parity	N/A	1	25	4.00%	19.60%	190		1.21%		0.634615	-0.614
		MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%	10.0070	0	226			4.55.616	
	•		Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	68	0.00%		2	122			-0.853065	-1.518
		MR-8	Trouble Rate			N/A	0		0.00%		200					
	·	MR-9B		Unbundled Loop Analog	Parity		U	139		0.000/	268		80.61%			
	Maintenance and Repair		Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1 000	100.00%	0.00%	79	98	00.61%	39.53%	-0.487931	
		NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,968	0.03%	0.10%						-2.923
		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,109	0.09%	0.57%						-2.740
		NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,968	0.03%							
November 2019 N	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,109	0.09%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator (	CLEC Denominator (	CLEC Result   C	LEC Standard Deviation   CTI	L-Q Numerator   CTL	Q Denominator	CTL-Q Result   CT	L-Q Standard Deviation	Modified Z Score	Parity Score
November 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
November 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
November 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	152	152	100.00%							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22895.30	94,570	0.26							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.63	60,595	0.82							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71602.93	94,570	0.76							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7229.55	15,612	0.47							
	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	15,612	0.50							
	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41						$\overline{}$	
	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197	0.09							
	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.46							
	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.83							
	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12,062	0.20							
	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL		N/A	14941.08	15,327	0.20							
	Ů				Diagnostic											
	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26815.00	31,880	0.91							
November 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33301.00	31,880	1.04							
	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5,822	0.98							
	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68	3,825	0.09							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18	5,822	1.03							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10175.15	24,948	0.42							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	975.64	4,424	0.22							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11150.79	24,948	0.45							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	194.00	1,815	0.12							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73	6,993	0.53							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6,993	0.87							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							
	Pre-Ordering		· · · · · · · · · · · · · · · · · · ·	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
November 2019	-		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445	9.82							
	-				-											
November 2019	-	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	776	5.16							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5960.12	1,724	3.48							
	Pre-Ordering		All Electronic LSRs	LNP	Diagnostic	N/A	116	166	69.88%							
November 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21	48	43.75%							
November 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
November 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	116	121	95.87%							
November 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21	21	100.00%							
November 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
November 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	18:15	9	2:02							
November 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	21	21	100.00%							
November 2019	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	110	110	100.00%							
	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							
	Pre-Ordering		FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
October 2019	Billing		Invoices Delivered within 10 Days	All	Parity by Design		186	186	100.00%						$\longrightarrow$	
	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	37,783	37,783	100.00%							
October 2019	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation			62	62	100.00%							
October 2019 October 2019	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Diagnostic	N/A			100.00%	0.00%	2,994	3,047	98.26%	13.07%	-1.512743	-1.919682
	•	BI-4A BI-4B			Parity	N/A	135	135 62	98.41%	0.00%	2,394	3,047	30.20%	13.07%	-1.512743	-1.919002
October 2019	Billing  Detabase Undetes		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	61									
October 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,331,946	2,318,074	1.01							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark			CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	806.11	3,805	0.21							
October 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
October 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
October 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,523	30,600	99.75%							
October 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
October 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
October 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
October 2019		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2019	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%	1	2	50.00%	50.00%	-0.816497	-1.49639
October 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	2	0.00%	0.00%	37	94	39.36%	48.86%	0.318061	-0.8066
October 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:49	1	3:49	0:00			6:01	0:00		0.0000
October 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0.40	1	0.00%	0.00%	0.01	2	0.00%			
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	21	0.00%	0.0076	2	111				-1.34606
	· ·			· · ·	· ·		0				2				-0.509226	-1.54600
October 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,058	0.00%		0	7,824	0.00%		0.775047	
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		376				-0.775917	-1.47172
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%		0	239				
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	69	1.45%	11.95%	2	122				
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	139	0.00%		481	27,815	1.73%	13.04%	-1.560077	-1.94845
October 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,848	0.03%	0.12%						-2.90844
October 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,181	0.00%	0.00%						-2.9990
October 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	1,920	0.11%							
October 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,181	0.00%							
October 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	149	149	100.00%							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2478.42	8,674	0.29							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	2690.77	4,570	0.59							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	5169.19	8,674	0.60							
October 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	95.94	111	0.86							
October 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	104.34	111	0.94							
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	88.52	86	1.03							
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	16.44	79	0.21							
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL		N/A	104.96		1.22							
	-				Diagnostic			86								
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	147.27	107	1.38							
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	75.78	105	0.72							<b></b>
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.05	107	2.08							
October 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1441.28	1,356	1.06							
October 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7927.28	1,356	5.85							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	34.36	32	1.07							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6.76	32	0.21							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	41.12	32	1.29							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1109.09	2,229	0.50							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	975.64	4,424	0.22							
October 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2084.73	2,229	0.94							
October 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	5.03	17	0.30							
October 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	38.37	35	1.10							
October 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	21.95	17	1.29							
October 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	65.35	35	1.23							
October 2019 October 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)  Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	612.61	1,114	0.55							
	-		Pre-Order Response Times(Loop Qual Tools)	RESPONSE			13979.49		12.55							
October 2019	Pre-Ordering				Diagnostic	N/A		1,114	13.10							
October 2019	Pre-Ordering		Pre-Order Response Times (Address Validation YMI)	TOTAL	Diagnostic	N/A	14592.10	1,114								
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	1,096,392	6.82							
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark					CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722								
October 2019	Pre-Ordering		All Electronic LSRs	LNP	Diagnostic	N/A	128	203								
October 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	36	74	48.65%							
October 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
October 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	128	140	91.43%							
October 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	36	36	100.00%							
October 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
October 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	31:18	18	1:44							
October 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	36	36	100.00%							
October 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	4	4	100.00%							
October 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	116	116	100.00%							
October 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	68	68	100.00%							
October 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
September 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	gn N/A	193	194	99.48%							
September 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	38,847	38,847	100.00%							
September 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	64	64	100.00%							
September 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	152	152	100.00%	0.00%	3,283	3,311	99.15%	9.16%	-1.113317	-1.67684
September 2019	•		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	64	64								
	Database Updates		All	LIDB	Diagnostic	N/A	2,287,221	2,247,942								
	Database Updates		All	Directory Listing	Diagnostic	N/A	757.99	3,567								
-	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980								
· ·			Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980								
-			Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980								
			Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460								
			Gateway Availability - Repair	RepairGUI		N/A	40,380	40,380								
•	Electronic Gateway Availability		System Availability - ASR	EASE	Diagnostic		25,800	25,800								
-					Diagnostic	N/A		25,000	100.00%							
	Electronic Gateway Availability		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	0.000/	0.000/						
	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	40	445	07.000/	40.000/	0.00007	1 2222
	Maintenance and Repair	-	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	43	115	37.39%	48.38%	-0.330027	-1.20064
	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4:27	1	4:27	0:00						
	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:33	1	6:33							
	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
-	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
	Maintenance and Repair		Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	23		20.39%	0	113	0.00%		0.957658	-0.41778
September 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,106	0.00%		0	7,824	0.00%			
September 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		361	16,175	2.23%	14.77%	-0.754862	-1.45892
September 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%		0	241	0.00%			
September 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	72	1.39%	11.70%	0	124	0.00%		0.338888	-0.79397
September 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	146	0.00%		486	28,167	1.73%	13.02%	-1.596912	-1.97085
September 2019	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%						-2.99887
September 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,085	0.00%	0.00%						
September 2019	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%							
September 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,085	0.00%							
September 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	142	144	98.61%							
September 2019			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2953.46	9,466								
September 2019			Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	3002.16	4,956								
September 2019	-		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	5955.62	9,466								
September 2019	-		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	115.13	142								
September 2019	-		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	125.00	142								
September 2019	-		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	96.85	86								
September 2019	-		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	12.67	82								
September 2019	-		Pre-Order Response Times (Facility Assignment)	TOTAL		N/A	109.52	86								
September 2019	*		Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	177.62	146								
	-			RESPONSE	Diagnostic											
September 2019	-		Pre-Order Response Times (Facility Check)		Diagnostic	N/A	285.34	142								
September 2019	-		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	462.96	146								
September 2019	-		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1643.09	1,501								
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							1

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator   CL	EC Denominator   C	CLEC Result   CL	EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
•	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8129.09	1,501	5.42							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	36.36	32	1.14							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	115.14	32	3.60							
•	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	151.50	32	4.73							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1179.44	2,374	0.50							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1129.10	4,746	0.24							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2308.54	2,374	0.97							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	37.65	20	1.88							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	42.00	45	0.93							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	55.86	20	2.79							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	135.51	45	3.01							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	676.61	1,214	0.56							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	14452.83	1,214	11.91							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	15129.44	1,214	12.46							
September 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
September 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
September 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	1,096,392	6.82							
September 2019		PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
September 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
September 2019	-		Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
September 2019	-		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
September 2019	-		Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
September 2019			Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
September 2019	-		All Electronic LSRs	LNP	Diagnostic	N/A	103	151	68.21%							
September 2019	, and the second		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	42	50	84.00%							-
September 2019			All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	15	15	100.00%							
September 2019			All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	103	113	91.15%							-
September 2019			All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS		N/A	42	42	100.00%							<del></del>
September 2019			1		Diagnostic	N/A	15	15	100.00%							
			All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic			7								-
•	Pre-Ordering		LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	378:12	15	54:02							-
September 2019	-		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	16:33	15	1:06							
September 2019			FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	41	41	100.00%							
September 2019	-		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	16	16	100.00%							
September 2019	-		FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	100	100	100.00%							<b></b>
September 2019	-	. ,	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	6	6	100.00%							
September 2019		` '	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							
	Pre-Ordering		FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
-	Billing		Invoices Delivered within 10 Days	All	Parity by Design		238	238	100.00%							
	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	39,250	39,250	100.00%							
-	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	39	39	100.00%							
-	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	115	115	100.00%	0.00%	3,320	3,370	98.52%	12.09%	-1.294132	-1.786776
<u> </u>	Billing		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	39	39	99.52%							
August 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,645,028	2,588,958	1.02							
0	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	913.82	4,543	0.20							
August 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
August 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
August 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
August 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
August 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
August 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
			Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	0	2	0.00%	0.00%		
			All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
	Maintenance and Repair		Mean Time to Restore disp out MSA	Residence	Parity	N/A	558:07	1	558:07	0:00	21025:07	190	110:40	165:37	1.786613	0.086184
	·		Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11:01	4	2:45	0:20	11:46		5:53			
	Maintenance and Repair		Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	462:20	1	462:20	0:00			1.50			
	Maintenance and Repair		Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	56	205	27.32%	44.56%	-0.611567	-1.371806
	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0		0.00%	0.00%	0		0.00%			1.57 1550
lagust 2013	Maintonance and Nepall	IVII X=7 L	Tropair Tropoat Tropoit Trate-20116 2	Emidifica Exteriued Ecops - Do i Capable	anty	13/73	U	4	0.0070	0.0070	U		0.00%	0.00%		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
August 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	24	16.67%	37.27%	2	114	1.75%	13.13%	2.38475	0.44982
August 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	10,202	0.01%	0.99%	0	7,848	0.00%			
August 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	25	4.00%	19.60%	387	16,382	2.36%	15.19%	0.124383	-0.92438
August 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	14	0.00%		1	248	0.40%	6.34%	-0.231628	-1.14082
August 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	74	0.00%		2	125	1.60%	12.55%	-0.869374	-1.528542
August 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	158	0.00%		497	28,497	1.74%	13.09%	-1.670041	-2.015313
August 2019	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	154	205	75.12%	43.23%	0.666871	-0.594571
August 2019	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%						-5
August 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0		0.00%	0.00%						-:
August 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0		0.00%							
August 2019	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0		0.00%							
August 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,007		99.90%							
August 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	3073.11		0.62							
August 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3073.11		0.62							
August 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST		N/A	192.71		0.88							
	-		, , , , , ,		Diagnostic											
August 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	207.69		0.95							
August 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23		0.41							
August 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20		0.09							
August 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43		0.46							
August 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	285.41		1.33							
August 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	120.38		0.57							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	405.79	214	1.90							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1773.63	1,572	1.13							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8259.63	1,572	5.25							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5,822	0.98							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68	3,825	0.09							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18	5,822	1.03							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1218.81		0.51							
August 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1212.56		0.26							
August 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2431.37		1.02							
August 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	194.00		0.12							
August 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73		0.53							
August 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75		1.28							
August 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	_	N/A	6102.48		0.87							
			·		Diagnostic											
August 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	657.87		0.56							
August 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71		7.24							
August 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1960.58		1.66							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18		1.66							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17		0.23							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00		9.82							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94		3.54							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96		8.97							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	775	5.15							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
August 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	113	183	61.75%							
August 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	49		83.05%							
August 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13		100.00%							
August 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	113		94.96%							
August 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	49		100.00%							
August 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13		100.00%							
August 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	30:05		1:53							
	-															
August 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	49		100.00%							
August 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	13		100.00%							
August 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	106	106	100.00%							

Iling	PO-5D BI-2 BI-3A BI-3B BI-4A BI-4B DB-1B DB-1C-1 GA-1	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs provided for ASRs requesting LIS Trunks. Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR	Resale Aggregate  LNP  LIS Trunk  All  UNEs and Resale Aggregate  Reciprocal Compensation  UNEs and Resale Aggregate  Reciprocal Compensation  LIDB  Directory Listing  IMAGUI	Parity by Design Diagnostic Diagnostic Parity Diagnostic Diagnostic	90.00% 90.00% 85.00% N/A N/A N/A N/A	8 59 2 189 39,646 34 123	8 59 2 189 39,646	100.00% 100.00% 100.00% 100.00%							
e-Ordering Illing Illin	PO-5D BI-2 BI-3A BI-3B BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1	FOCs provided for ASRs requesting LIS Trunks.  Invoices Delivered within 10 Days  Billing Accuracy - Adjustments for Errors  Billing Accuracy - Adjustments for Errors  UNEs and Resale Aggregate  Reciprocal Compensation (MOU):  All  All  Gateway Availability - LSR  Gateway Availability - LSR	LIS Trunk  All  UNEs and Resale Aggregate  Reciprocal Compensation  UNEs and Resale Aggregate  Reciprocal Compensation  LIDB  Directory Listing	Benchmark Parity by Design Diagnostic Diagnostic Parity Diagnostic Diagnostic	85.00% N/A N/A N/A N/A	2 189 39,646 34	2 189 39,646	100.00% 100.00% 100.00%							
Iling	BI-2 BI-3A BI-3B BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1	Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR	All UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing	Parity by Design Diagnostic Diagnostic Parity Diagnostic Diagnostic	N/A N/A N/A N/A	39,646 34	39,646	100.00% 100.00%							
Iling	BI-3A BI-3B BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR	UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing	Diagnostic Diagnostic Parity Diagnostic Diagnostic	N/A N/A N/A	39,646 34	39,646	100.00%							
Illing Il	BI-3B BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1	Billing Accuracy - Adjustments for Errors  UNEs and Resale Aggregate  Reciprocal Compensation (MOU):  All  All  Gateway Availability - LSR  Gateway Availability - LSR	Reciprocal Compensation  UNEs and Resale Aggregate  Reciprocal Compensation  LIDB  Directory Listing	Diagnostic Parity Diagnostic Diagnostic	N/A N/A	34									
Iling Iling Iling Iling Itabase Updates Itabas	BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1	UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR	UNEs and Resale Aggregate  Reciprocal Compensation  LIDB  Directory Listing	Parity Diagnostic Diagnostic	N/A		34								
atabase Updates atabase Updates atabase Updates ectronic Gateway Availability	BI-4B DB-1B DB-1C-1 GA-1 GA-1	Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR	Reciprocal Compensation  LIDB  Directory Listing	Diagnostic Diagnostic		123		100.00%							
atabase Updates atabase Updates ectronic Gateway Availability	DB-1B DB-1C-1 GA-1 GA-1	All All Gateway Availability - LSR Gateway Availability - LSR	LIDB Directory Listing	Diagnostic	N/A		123	100.00%	0.00%	3,116	3,148	98.98%	10.03%	-1.102569	-1.670315
atabase Updates ectronic Gateway Availability	DB-1C-1 GA-1 GA-1	All Gateway Availability - LSR Gateway Availability - LSR	Directory Listing			34	34	99.88%							
ectronic Gateway Availability	GA-1 GA-1	Gateway Availability - LSR Gateway Availability - LSR		Diagnostic	N/A	2,003,231	1,968,903	1.02							
ectronic Gateway Availability	GA-1 GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	744.97	3,778	0.20							
ectronic Gateway Availability ectronic Gateway Availability ectronic Gateway Availability ectronic Gateway Availability	GA-1			Diagnostic	N/A	30,600	30,600	100.00%							
ectronic Gateway Availability ectronic Gateway Availability ectronic Gateway Availability			SIA	Diagnostic	N/A	30,573	30,600	99.91%							
ectronic Gateway Availability ectronic Gateway Availability	GA-3	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
ectronic Gateway Availability		Gateway Availability - Repair	ЕВТА	Diagnostic	N/A	43,200	43,200	100.00%							
	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
ectronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
aintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	3	0.00%	0.00%		
aintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
aintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	43	131	32.82%	46.96%	-1.425134	-1.86642
aintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3:50	1	3:50	0:00	33:46	3	11:15	4:48	-1.338283	-1.813618
aintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	124:15	1	124:15	0:00						
aintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	9:32	1	9:32	0:00	54314:34	550	98:45	131:55	-0.67569	-1.41079
aintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%	0.00%		
aintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
aintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	106	602	17.61%	38.09%	-0.461904	-1.280818
aintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	24	4.17%	19.98%	3	118	2.54%	15.74%	-0.068518	-1.041656
aintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	10,442	0.01%	0.98%	0	7,848	0.00%			
aintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		453	16,588	2.73%	16.30%	-0.837158	-1.508956
aintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	16	0.00%		0	255	0.00%			
aintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	75	0.00%		3	130	2.31%	15.01%	-1.059947	-1.644402
aintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	169	0.59%	7.67%	602	28,837	2.09%	14.30%	-1.356217	-1.824521
etwork Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,968	0.00%	0.00%						-3
etwork Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,373	0.00%	0.00%						-3
etwork Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,968	0.00%							
etwork Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,373	0.00%							
dering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	249	249	100.00%							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22895.30	94,570	0.26							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.63	60,595	0.82							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71602.93	94,570	0.76							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7229.55	15,612	0.47							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	15,612	0.50							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197	0.09							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.46							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.83							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12,062	0.20							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,327	0.97							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26815.00	31,880	0.91							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
e-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33301.00	31,880	1.04							
			REQUEST			5674.50	5,822	0.98							
-			RESPONSE	Diagnostic	N/A	314.68	3,825	0.09							
			TOTAL	Diagnostic	N/A	5989.18	5,822	1.03							
			REQUEST	Diagnostic	N/A	10175.15	24,948	0.42							
-			RESPONSE		N/A	17148.88	45,656	0.39							
e-Ordering			TOTAL	Diagnostic	N/A	27324.03	24,948	1.10							
					_										
ai a	aintenance and Repair	aintenance and Repair	intenance and Repair MR-5B All Troubles Cleared w/i 4 Hours-Zone 2 intenance and Repair MR-5B All Troubles Cleared w/i 4 Hours-Zone 2 intenance and Repair MR-5B All Troubles Cleared w/i 24 hours intenance and Repair MR-6B Mean Time to Restore Interval Zone 2 intenance and Repair MR-6E Mean Time to Restore Interval Zone 2 intenance and Repair MR-6E Mean Time to Restore Interval Zone 2 intenance and Repair MR-7E Repair Repeat Report Rate-Zone 2 intenance and Repair MR-7E Repair Repeat Report Rate-Zone 2 intenance and Repair MR-7E Repair Repeat Report Rate-Zone 2 intenance and Repair MR-8 Trouble Rate intenance and Repair MR-8 Trouble Ra	intenance and Repair MR-5B All Troubles Cleared w/i 4 Hours-Zone 2 Enhanced Extended Loops - DS1 Capable intenance and Repair MR-5B All Troubles Cleared w/i 4 Hours-Zone 2 LIS Trunk intenance and Repair MR-5X Out of Service cleared w/i 24 hours Districts and the provisioning of Po-1-IMA GUI Pre-Order Response Times (Address Validation) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Address Validation) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Gacilly Assignment) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Gacilly Check) RESPONSE - Ordering Po-1-IMA GUI Pre-Order Response Times (Meet Point Inquiry) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Meet Point Inquiry) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Service Availability) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Service Availability) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Service Availability) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Service Availability) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Service Availability) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Meet Point Inquiry) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Address Validation) REQUEST - Ordering Po-1-IMA GUI Pre-Order Response Times (Address Validation) REQUEST - 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DSI Capabbe   Party   NA   0   1   1   1   1   1   1   1   1   1	international of Repair   MR-56   All Troubles Clared of 4 Hours-Zone 2   Enhanced Extended Loops - DS1 Capable   Parky   NA   0   1   0.000%   international repair   MR-56   All Troubles Clared of 4 Hours-Zone 2   ILS Trunk   NA   0   1   0.000%   international new Parky   MR-56   MR-57   0.000   0.000%   international new Parky   MR-57   MR-57   0.000%   international new Parky   MR-58   MR-57   0.000%   international new Parky   MR-58   MR-57   0.000%   international new Parky   MR-58   MR-57   MR-57   0.000%   international new Parky   MR-58   MR-57   0.000%   international new Parky   MR-58   MR-57   M	international Report   MR-SS   All Totables Cleared and in Horizone 2   Enhanced Extended Logo - DST Capable   Perliy   NA   1   1   1000%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0.00%   0	Internation of Mignal   Mile   Mil	intervance and Report  ARP -01  ARP -02  ARP -03  ARP -03  ARP -03  ARP -04  ARP -05  ARP -05	International Physion   Ministration and Physi	March   Marc	INSTRUCTION OF A CONTROL OF A C

Month	PID Category	PID	PID Title	Product Category	Standard	Renchma	ark   CLEC Numerator   CLEC	Denominator (	CLEC Result C	LEC Standard Deviation   CTL	O Numerator	CTL-O Denominator (	CTI -O Result C	CTL-O Standard Deviation	Modified 7 Score	Parity Score
July 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73	6,993	0.53	LEO Glaridard Deviation	Q Ivamerator	OTE & Denominator	OTE & Result	TE & Standard Deviation	viodifica 2 ocore	Tanty Ocorc
July 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
July 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6,993	0.87							
July 2019	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							
July 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
July 2019	Pre-Ordering		· · · · · · · · · · · · · · · · · · ·	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10829.18	6,524	1.68							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XIVIL)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445	9.82							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	776	5.16							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
July 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TV Reservation XML)	XML Request/Response	Diagnostic	N/A	5960.12	1,724	3.48							
July 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	123	179	68.72%							
July 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	55	71	77.46%							
July 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
July 2019	Pre-Ordering	PO-2A	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	123	129	95.35%							
July 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	55	57	96.49%							
July 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
July 2019	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	127:54	3	42:38							
July 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	50:41	24	2:07							
July 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	54	54	100.00%							
July 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
July 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	112	112	100.00%							
July 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							
July 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	44	44	100.00%							
July 2019	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
July 2019	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
June 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		193	193	100.00%							
June 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	41,467	41,467	100.00%							
June 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	41	41	100.00%							
June 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	152	152	100.00%	0.00%	3,221	3,254	98.99%	10.02%	-1.219747	-1.741554
June 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	40	41	99.43%		-,	-,		1010277		
June 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,325,568	2,292,912	1.01							
June 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	650.23	3,273	0.20							
June 2019	·	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							
June 2019		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
June 2019	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	28,800	28,800	100.00%							
June 2019	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400	100.00%							
June 2019	, ,	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125	100.00%							
June 2019		GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
June 2019		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	2	50.00%	50.00%	-0.430727	-1.261864
June 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	34	102	33.33%	47.14%	-0.439645	-1.267285
June 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6:41	1	6:41	0:00	10:33	2	5:16	4:18	-0.040117	-1.024389
June 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	5:25	1	5:25	0:00	40095:32	417	96:09	116:31	-0.777783	-1.472858
June 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
June 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	89	459	19.39%	39.54%	-0.489916	-1.297848
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	24	4.17%	19.98%	2	118	1.69%	12.91%	0.179772	-0.890706
June 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,442	0.00%		1	7,872	0.01%	1.13%	-0.755141	-1.459093
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	26	0.00%		346	16,761	2.06%	14.22%	-0.739721	-1.449718
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	16	0.00%		0	260	0.00%			
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	75	0.00%		2	129	1.55%	12.35%	-0.864218	-1.525408
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	169	0.59%	7.67%	459	29,107	1.58%	12.46%	-1.025098	-1.623215
June 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,968	0.03%	0.13%						-2.912195
June 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,373	0.00%	0.00%						-3
		-				-		-	-				-			

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result   CLEC	C Standard Deviation   C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,968	0.03%							
June 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,373	0.00%							
June 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	181	181	100.00%							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	632.30	1,510	0.42							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1069.02	1,074	1.00							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1701.32	1,510	1.13							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	200.14	214	0.94							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	216.09	214	1.01							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	196.42	172	1.14							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	26.35	161	0.16							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	222.77	172	1.30							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	287.58	214	1.34							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	54.47	210	0.26							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	342.05	214	1.60							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	640.41	467	1.37							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7126.41	467	15.26							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	448	0.97							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6.22	64	0.10							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	440.81	448	0.98							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	321.23	451	0.71							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	420.99	900	0.47							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	742.22	451	1.65							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	5.67	32	0.18							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	79.19	70	1.13							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	43.09	32	1.35							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	127.95	70	1.83							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	116.12	196	0.59							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	673	1.94							
June 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1418.83	196	7.24							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	9,008,906	0.83							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
June 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
June 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	98	149	65.77%							
June 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	37	89.19%							
June 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
June 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	98	106	92.45%							
June 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							
June 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
June 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	21:18	5	4:16							
June 2019 June 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	33	96.97%							
June 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs		95.00%	32	33	100.00%							
	-			LNP	Benchmark	95.00%	01	91	100.00%							
June 2019	Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Flactronic/Manual LSRs	Resale Aggregate	Benchmark Benchmark	90.00%	91	91	100.00%							
June 2019	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs				40	1								
June 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	46	46	100.00%							