

Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota September 2019 - September 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.

October 14, 2020

CenturyLink QC Performance Results – Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Bonchmark	CLEC Numerator	CLEC Denominator	CLEC Pocult	CLEC Standard Doviation	CTI O Numerator	CTL O Denominator	CTL O Posult	CTL-Q Standard Deviation	Modified 7 Score	Parity Score
September 2020	Billing		Invoices Delivered within 10 Days	All	Parity by Design		212	218	97.25%		CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified 2 Score	Failty Score
September 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	39,524	39,524	100.00%							
September 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	35,324	39,324	100.00%							
September 2020	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	147	147	100.00%	0.00%	2,552	2,592	98.46%	12.33%	-1.476624	-1.897723
September 2020	Billing		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	37	37	99.55%		2,002	2,002	30.4070	12.0070	1.47 0024	1.007720
September 2020	Database Updates		All	LIDB	Diagnostic	N/A	1,753,838	1,741,136	1.01							
September 2020	Database Updates		All	Directory Listing	Diagnostic	N/A	682.60	2,892	0.24							
September 2020	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
September 2020	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
September 2020	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2020	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
September 2020	Electronic Gateway Availability		System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
September 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2020	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	21:14	1	21:14	0:00	7836:35	150	52:15	77:39	-0.398061	-1.242004
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	13	0.00%							
September 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,562	0.00%		0	7,968	0.00%			
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	20	5.00%		287		2.00%	14.01%	0.430523	-0.73826
September 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%							
September 2020	Maintenance and Repair		Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	54	0.00%							
September 2020	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	125	160	78.13%	41.34%	-0.527504	-1.3207
September 2020	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,064	0.00%							-3
September 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,061	0.02%							-2.928035
September 2020	Network Performance		-	LIS Trunk	Diagnostic	N/A	3	2,136	0.14%							
September 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,061	0.02%							
September 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
September 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	184	184	100.00%							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1205.80	3,890	0.31							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1068.39	1,874	0.57							
September 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	2274.19	3,890	0.58							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	96.08	175	0.55							
September 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	104.17	175	0.60							
September 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	96.08	169								
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	12.67	79	0.16							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	108.75	169	0.65							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	138.24	107	1.29							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	56.31	40	1.40							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	194.55	107	1.82							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	792.75	1,367	0.58							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7278.75	1,367	5.33							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	36.28	32	1.13							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3.33	32	0.10							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	39.61	32	1.24							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	515.22	1,777	0.29							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	407.17	1,939	0.21							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	922.39	1,777	0.52							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	5.63	17	0.33							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	38.45	74	0.52							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	21.46	11	1.96							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	65.54	74	0.89							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	287.56	512	0.56							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	5463.20	710	7.70							
September 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	5750.76	512	11.23							
September 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							
September 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							
September 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	782,973	9.55							
September 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							
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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 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							
September 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							
September 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							
September 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							
September 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							
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	78	127	61.42%							
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	19	89.47%							
September 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	78	89	87.64%							
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	18	94.44%							
September 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
September 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	46:14	10	4:37							
September 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	18	18	100.00%							
September 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	2	2	100.00%							
September 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	74	74	100.00%							
September 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
September 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	49	49	100.00%							
September 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
August 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	196	196	100.00%							
August 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	27,624	27,624	100.00%							
August 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	36	36	100.00%							
August 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	125	125	100.00%	0.00%	2,389	2,443	97.79%	14.70%	-1.639487	-1.996737
August 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	36	36	99.41%							
August 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,690,634	1,677,763	1.01							
August 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	755.07	3,081	0.25							
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
August 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
August 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
August 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
August 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
August 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2020	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	3	33.33%		38	81	46.91%	49.90%	-0.13611	-1.082749
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	13								
August 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,466			(7,992				
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	21	0.00%		293	14,481	2.02%	14.08%	-0.658064	-1.400075
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%							
August 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	55	0.00%							
August 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,136								-3
August 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,061								-3
August 2020	Network Performance	NI-1C		LIS Trunk	Diagnostic	N/A	0	2,136								
August 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,061								
August 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%			1	100.00%			
August 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%		1	1	100.00%	0.00%		
August 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	192	193	99.48%							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	8,426								
August 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	13,719								
August 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	8,426								
August 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,680								
August 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	846.46	1,680								
August 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	491.52	1,068								
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97.84	36								
August 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	589.36	1,068								
August 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244.14	691								
August 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	231.60	129								
August 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.74	691								
August 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	6,549								
August 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	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	6,549	1.47				0.2 0.1000.1			. amy coord
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	338	1.12							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	39	3.59							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	338	1.71							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	5,436	0.25							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	10,823	0.21							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	5,436	0.67							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00	56	0.41							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	598	0.42							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95	120	2.39							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	598	0.94							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,142	0.60							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	169	7.70							
August 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1987.82	1,142	1.74							
August 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							
August 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							
August 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					İ		
August 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					1		
August 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					İ		
August 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					İ		
August 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					İ		
August 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							
August 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							
August 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	100	176	56.82%							
August 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	9	10	90.00%							
August 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	100	107	93.46%							
August 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	9	9	100.00%							
August 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	48:03	19	2:32							
August 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	9	9	100.00%							
August 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	98	98	100.00%							
August 2020	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
August 2020	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	71	71	100.00%							
August 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
July 2020	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	n N/A	218	220	99.09%							
July 2020	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	28,308	28,308	100.00%							
July 2020	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	39	39	100.00%							
July 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	103	103	100.00%	0.00%	2,934	2,950	99.46%	7.34%	-0.736709	-1.447887
July 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	39	39	99.48%							
July 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,114,969	2,101,003	1.01							
July 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	713.65	2,992	0.24							
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2020	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
July 2020	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
July 2020	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2020	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	3	33.33%	47.14%	-0.67449	-1.410061
July 2020	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11:18	1	11:18	0:00	615:49	3	205:16	6 175:44	-0.955894	-1.581143
July 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%	C	3	0.00%	6 0.00%		
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	13	0.00%							
July 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,442	0.00%		C	7,968	0.00%	6		
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	21	0.00%		341	14,605	2.33%	6 15.10%	-0.708034	-1.430454
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%							
July 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	56	1.79%	13.24%				1		
July 2020	Network Performance	NI-1A		LIS Trunk	Parity	N/A	3	2,112	0.13%	0.86%						-2.604545
July 2020	Network Performance	NI-1B	The state of the s	LIS Trunk	Parity	N/A	0	2,061	0.00%	0.00%						-3
July 2020	Network Performance	NI-1C		LIS Trunk	Diagnostic	N/A	3	2,112	0.13%							-
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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2020	Network Performance	NI-1D	0	LIS Trunk	Diagnostic	N/A	0	2,061	0.00%							
July 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1782.40	6,166	0.29							
July 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1459.04	3,316	0.44							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3241.44	6,166	0.53							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	107.51	145	0.74							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	116.33	145	0.80							
July 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	98.39	86	1.14							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	14.54	81	0.18							
July 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	112.93	86	1.31							
July 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	160.02	145	1.10							
July 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	63.70	140	0.46							
July 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.72	145	1.54							
July 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1075.77	1,007	1.07							
July 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
July 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7561.77	1,007	7.51							
July 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	68.80	62	1.11							
July 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	68.63	59	1.16							
July 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	137.43	62	2.22							
July 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	752.12	1,496	0.50							
July 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	625.67	2,986	0.21							
July 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	1377.79		0.92							
July 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	3.89	21	0.19							
July 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	33.26		0.76							
July 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	27.48									
July 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	64.63	44	1.47							
July 2020	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	445.17	790	0.56							
July 2020	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	29067.12		7.76							
July 2020	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	29512.29	790	37.36							
July 2020	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
July 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
July 2020	Pre-Ordering		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	787,094	9.50							
July 2020	Pre-Ordering		Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96		8.97							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25		5.15							
July 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							
July 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							
July 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	·	Diagnostic	N/A	5958.12	1,722	3.46							
July 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	107	156	68.59%							
July 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	14	14	100.00%							
July 2020	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1 407	1	100.00%							
July 2020	Pre-Ordering		All Flow through Eligible LSRs	LNP	Diagnostic	N/A	107		93.86% 100.00%							
July 2020	Pre-Ordering	PO-2B	All Flow through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	14	14								
July 2020	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	26.42	1	100.00%							
July 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	26:43		1:20							
July 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	14	14	100.00%							
July 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
July 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	95.00% 90.00%	101		100.00% 100.00%							
July 2020	Pre-Ordering	PO-5B-(c)		All	Benchmark		43		100.00%							
June 2020 June 2020	Billing Billing	BI-2	Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors		Parity by Desig		196		100.00%							
June 2020 June 2020	Billing	BI-3A BI-3B		UNEs and Resale Aggregate	Diagnostic	N/A	29,113		100.00%							
			Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	37				0.740	0.700	00.000	40.070/	4 00 4750	4 044 470
June 2020	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	108		100.00%		2,743	2,790	98.32%	12.87%	-1.334753	-1.811472
June 2020	Billing Database Undates	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1 626 129		99.54%							
June 2020	Database Updates		All	LIDB Directory Listing	Diagnostic	N/A	1,636,138		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%						,	

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Month June 2020	PID Category Electronic Gateway Availability	GA-1	PID Title Gateway Availability - LSR	Product Category XML	Standard Diagnostic	N/A	CLEC Numerator 29,520	29,520	100.00%	CLEC Standard Deviation	CIL-Q Numerator	CIL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2020	Electronic Gateway Availability	GA-1	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	20,000	20,000	100.0070							
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%	6		
June 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	21	0.00%		352				-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%			1 1,1 2 2		1111111		
June 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	56	0.00%							
June 2020	Network Performance	NI-1A	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	NI-1B	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	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,064	0.00%							
June 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%							
June 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	16	16	100.00%							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	768.36	2,955	0.26							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15239.14	20,876	0.73							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16007.50	2,955	5.42							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.48							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	720	0.58							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	16,534	1.94							
June 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	720	45.14							
June 2020	Pre-Ordering	PO-1-IMA GUI	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	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7162.80	3,384	2.12							
June 2020	Pre-Ordering	PO-1-IMA GUI	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		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		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7171.72	4,373	1.64							
June 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	4,040	0.38							
June 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	716	0.39							
June 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	3,916	2.18							
June 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	716	14.46							
June 2020	Pre-Ordering		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	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
June 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							
June 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	780,521	9.58							
June 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							
June 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							
June 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							
June 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							
June 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							
June 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic	N/A	5958.12	1,722	3.46							
June 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	118	190	62.11%							
June 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							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 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								
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 Design	n N/A	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	BI-4A	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	-2.154769
May 2020	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	36	36	99.78%							
May 2020	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	1,722,222	1,712,640	1.01							
May 2020	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	562.66	2,067	0.27							
May 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
May 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,727	29,880	99.49%							
May 2020	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
May 2020	Electronic Gateway Availability	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	-1.496395
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	-0.806281
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	-1.813302
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	-1.496395
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	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	9,986	0.02%	1.42%	0	8,136	0.00%			
May 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	21	0.00%		242	14,829	1.63%	12.67%	-0.58983	-1.358591
May 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%							
May 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	56	0.00%							
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%						-2.245116
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%						-3
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	NI-1D	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	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%)	
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%	ı	
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	PO-1-IMA GU	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1.24	2	0.62							
May 2020	Pre-Ordering	PO-1-IMA GU	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	0.95	2	0.47							
May 2020	Pre-Ordering	PO-1-IMA GU	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	2.19		1.10							
May 2020	Pre-Ordering	PO-1-IMA GU	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
May 2020	Pre-Ordering	PO-1-IMA GU	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
May 2020	Pre-Ordering		I Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00									
May 2020	Pre-Ordering		I Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00									
May 2020	Pre-Ordering		I Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00									
May 2020	Pre-Ordering		I Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48									
May 2020	Pre-Ordering		I Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	10,657								
May 2020	Pre-Ordering		I Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	3,479								
May 2020	Pre-Ordering		I Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	0.98		0.18							
May 2020	Pre-Ordering		I Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00									
May 2020	Pre-Ordering		I Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6486.98		1201.29							
May 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397								
May 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60									
May 2020	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397								
May 2020	Pre-Ordering		Pre-Order Response Times (Weet'r om Inquiry)	REQUEST	Diagnostic	N/A	524.76									
May 2020	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6646.96									
May 2020	Pre-Ordering		Pre-Order Response Times (Service Availability) I Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7171.72									
	·		Pre-Order Response Times (Service Availability) I Pre-Order Response Times (TN Reservation)										-			
May 2020	Pre-Ordering	F O- I-IIVIA GU	i i i e-Order Meshorise Tillies (TN Meservation)	ACCEPT	Diagnostic	N/A	1535.16	2,326	0.66							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 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	i						
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	i						
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	3						
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	i						
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	i						
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(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46	i						
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	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
May 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	52	56	92.86%							
May 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	30	100.00%							
May 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
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	n N/A	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%	6 23.53%	-3.332475	-3.026001
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%	, (2	0.00%	6 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	8 46:56	-0.884823	-1.537934
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	8 4:36	-1.803109	-2.096213
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	-1.34357
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%	. (2	0.00%	6 0.00%		
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%		(8,160	0.00%	6		
April 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	25	4.00%	19.60%	143	15,034	0.95%	9.71%	0.793687	-0.517472
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%	6 36.61%	-0.432372	-1.262864
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%						-3
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%						-2.863057
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%							
April 2020	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	2,061	0.05%							
April 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	, 1	1	100.00%	6 0.00%		
April 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	128	128	100.00%							
April 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	51		57.95%							
April 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10	11	90.91%							
April 2020	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
April 2020	Pre-Ordering		All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	51	56								
April 2020	Pre-Ordering		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10									
April 2020	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
April 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	19:18	20								
April 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	10									
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April 2020 April 2020 April 2020 April 2020 April 2020 March 2020	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	OF 000/	0									
April 2020 April 2020 April 2020	Pre-Ordering			Official and Loop AGO LLLS	Delicilliaik	95.00%	3	3	100.00%							
April 2020 April 2020		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%							
	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	32	32	100.00%							
March 2020	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
IVIAI CIT ZUZU	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	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%							
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	3.85%	19.23%	-0.744759	-1.452782
March 2020	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,866	0.00%		0	7,800	0.00%			
March 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		255	15,034	1.70%	12.91%	-0.656231	1 -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	0.00%			
March 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	61	0.00%		4	112	3.57%	18.56%	-1.209397	7 -1.735261
March 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	132	0.00%		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	NI-1B	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	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	15,612	0.50							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197	0.09							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.46							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.83							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12,062	0.20							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,327	0.97							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	9882.80	31,880	0.31							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	16368.80	31,880	0.51							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5,822	0.98							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68	3,825	0.09							
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18	5,822	1.03							
March 2020	Pre-Ordering	PO-1-IMA GUI	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								
March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6,993								
March 2020	and the second s	1	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540								

Manual Color Manu	Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
Section Process Proc	March 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
Model Mode	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							
No. 1966 P. Canada P. Carlo	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							
Martin M	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							
Section Sect	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							
No. 1995 Producty	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							
Manual Case Proposity Pr	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							
Manager P. O. O. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. P. O. O. P. O. O. O. O. P. O. O. O. P. O. O. O. P. O. O. O. O. P. O.	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							
Management Man	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							
No. 100	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							
Manufact Manufact	March 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5960.12	1,724	3.48							
Minor Mino	March 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	72	122	59.02%							
Michael Mich	March 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	9	10	90.00%							
Manual M	March 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
March Marc	March 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	72	77	93.51%							
Memory M	March 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	9	9	100.00%							
Minor 1969	March 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
Minor Mino	March 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	78:01	49	1:36							
Mark A Color Modes	March 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	9	9	100.00%							
March 2009 Models	March 2020	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
Minor 1906 Profit	March 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	66	66	100.00%							
Minor 1906 Profit	March 2020	-		·	Resale Aggregate	Benchmark		1	1								
Minor Mino	March 2020	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	1	Benchmark	90.00%	1	1	100.00%							
Palary 2000 Paling Palin	March 2020	-		FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	41	41	100.00%							
February 2003 Milne D-10 Milne Account Authorises for Control Compression Control Compression Control Compression Control Compression Control Compression Control	February 2020			Invoices Delivered within 10 Days	All	Parity by Design	n N/A	165	165	100.00%							
February 2006 Billing	-	-	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate				34,424	100.00%							
February 2000 Billing	-	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation		N/A	58	58	100.00%							
**************************************	-	Billing		UNEs and Resale Aggregate			N/A	107	108			2,815	2,887	97.51%	15.59%	-1.025954	-1.623735
Part Part		•															
Marchange Marc	-	•		1		-			1.868.694								
Petual part Petual part	-	·		All	Directory Listing												
Particus 202 Section Calesens Analisability CA-1 Calesens Analisability CA-1 Calesens Analisability CA-1 Calesens Analisability CA-1 Calesens Analisability CA-1 Calesens Analisability CA-1 Calesens Analisability CA-2 Calesens Analisability CA-3 Calesens Analisability CA-3 Calesens Analisability CA-3 Calesens Analisability CA-3 Calesens Analisability CA-4 C	-	·				-											
Pathalang 2022 Dectornic Galoway Availability CAP Caleway Availabi	-	Electronic Gateway Availability	GA-1	Gateway Availability - LSR		-											
February 2020 Gutzener Caterway Availability GA-3 Gutzener Caterway Availability GA-3 Gutzener Caterway Availability GA-4 Gutzener Caterway Availability	-				XML												
Rectangly 2020 Electronic Galeway Availability GAS Cateway Availability GAP System Availability GAP	-																
February 2020 Electronic Gateway Availability GA 4 System Availability GA 7 Timely Outage Resolution and Software Relations of Software Availability GA 7 Timely Outage Resolution and Software Relations of Software Availability GA 7 Timely Outage Resolution and Software Relations of Softwar																	
February 2020 Electronic Cateway Availability Q4-7 Timely Cutage Resolution after Software Releases ALL Diagnosity NA 0 0 0 0 0 0 0 0 0																	
February 2020 Maintenance and Repair MF-SK Out of Service cleared wid 24 hours Business Parky NA 1 1 100.00% 0.00% 27 55 49.00% 49.90% -1.092072 -1.032082						-		0	0								
February 2020 Maintenance and Repair MR-8 Trouble Rate Trouble Rate Charles Enhanced Extended Logs - DS1 Capable Party NA 0 9,818 0,00% 0 7,94 0,0% 0 1,89% 1,361% -0,530791 -1,322698 February 2020 Maintenance and Repair MR-8 Trouble Rate Residence Party NA 0 25 0,00% 177 15,208 1,16% 1,073% -0,54213 -3,239844 February 2020 Maintenance and Repair MR-8 Trouble Rate Unbunded Logo - PS1 Capable Party NA 0 13 0,00% 0 21 0,00% 177 1,00% 1,0								1	1	100.00%	0.00%	27	55	49.09%	49.99%	-1.009217	-1.61356
February 2020 Maintenance and Repair MR-8 Touble Rate US Trunk Party NA 0 9,818 0,00% 17 15,208 1,19% 0,00% 17 15,208 1,19% 0,05% 1,20% 1,00%								0	17			2.					
February 2020 Maintenance and Repair MR-8 Touble Rate Touble Rate Unbundled Loop - 2 Wire Non-Loaded Parity N/A 0 13 0.00% 0 27 0.00% 0 270		·						0				(5.000751	1.022000
February 2020 Maintenance and Repair MR-8 Trouble Rate Unbundled Loop - 2 Wire Non-Loaded Parity N/A 0 63 0.00% 2 114 1.75% 13.13% -0.85122 -1.517505		· ·						0				177				-0.542133	-1.329594
February 2020 Maintenance and Repair MR-8 Trouble Rate Unbundled Loop - DS1 Capable Parity N/A 0 0 132 0.00% 2 114 1.75% 13.13% -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% 9.41% -1.081008 -1.081008 -1.081008 -1.081008 February 2020 Network Performance NI-1								0								5.042100	1.020007
February 2020 Maintenance and Repair MR-8 Trouble Rate Unbundled Loop Analog Parity N/A 1,08 1,080 1,32 0,00% 2,00% 2,00% 2,00% 2,00% 3,00%		· ·						0				2				-0 85122	-1 517505
Rebruary 2020 Network Performance NI-1A Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl LIS Trunk Parity NIA Diagnostic Diagnostic NIA Diagnostic NIA Diagnostic NIA Diagnostic Diagnostic Diagnostic NIA Diagnostic Diagnostic Diagnostic NIA Diagnostic Diagnostic Diagnostic Diagnostic NIA Diagnostic Diagnostic Diagnostic Diagnostic NIA Diagnostic Diagnostic Diag		·						0				227					
February 2020 Network Performance NI-1B Trunk Blockage to CTL-Q End Ofc wir TGSR excl LIS Trunk Diagnostic NIA		·						5					20,330	0.0370	3.41/0	1.000000	
February 2020 Network Performance Ni-1C Trunk Blockage to CTL-Q Fandem Ofc w/o TGSR excl LIS Trunk Diagnostic Ni/A 0 2,061 0,01%				-				0									
February 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% 0 <th< td=""><td></td><td></td><td></td><td>-</td><td></td><td></td><td></td><td>5</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>2.000407</td></th<>				-				5									2.000407
February 2020 Ordering and Provisioning OP-8C Number Portability Timeliness without Loop Coord LNP Benchmark 95.00% 255 100.00% February 2020 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) REQUEST Diagnostic N/A 15239.14 20,876 0.73 February 2020 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) RESPONSE Diagnostic N/A 16007.50 2,955 0.42 February 2020 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) TOTAL Diagnostic N/A 16007.50 2,955 5.42				-				5									
February 2020 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) REQUEST Diagnostic N/A 768.36 2,955 0.26 0.26 0.26 0.26 0.26 0.26 0.26 0.26				-				255									
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 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 (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 (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) 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) 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 Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							

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Month	PID Category	PO-1-IMA GUI	PID Title Pre-Order Response Times (Facility Check)	Product Category REQUEST	Standard		CLEC Numerator 417.48				CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2020	, and the second			RESPONSE	Diagnostic	N/A	32076.38	720 7,583	0.58 4.23							
February 2020	•			TOTAL	Diagnostic	N/A	32076.38 32493.86									
February 2020 February 2020	•			REQUEST	Diagnostic Diagnostic	N/A N/A	676.80	720 5,640	45.14 0.12							
February 2020	· ·		. , ,	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
February 2020	•		. , ,	TOTAL	Diagnostic	N/A	7162.80	5,640	1.13							
February 2020	•			REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
February 2020	The state of the s			RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
February 2020	•			TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
February 2020	· ·			REQUEST	Diagnostic	N/A	524.76	4,373	0.12							
February 2020	The state of the s			RESPONSE	Diagnostic	N/A	6646.96	21,652								
February 2020	•			TOTAL	Diagnostic	N/A	7171.72	4,373	1.64							
February 2020				ACCEPT	Diagnostic	N/A	1535.16	4,040	0.38							
February 2020				REQUEST	Diagnostic	N/A	279.12	716								
February 2020	-			RESPONSE	Diagnostic	N/A	8536.42	3,916								
February 2020	Pre-Ordering		·	TOTAL	Diagnostic	N/A	10350.70	716								
February 2020	•			REQUEST	Diagnostic	N/A	242.76	458								
February 2020	•			RESPONSE	Diagnostic	N/A	11409.72	1,416								
February 2020				TOTAL	Diagnostic	N/A	11652.48	458	25.44							
February 2020	Pre-Ordering		, , , , , , , , , , , , , , , , , , , ,	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
February 2020		PO-1-XML		XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
February 2020	-	PO-1-XML		XML Request/Response	Diagnostic	N/A	7477392.00	762,999								
February 2020		PO-1-XML	, , , , , , , , , , , , , , , , , , , ,	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
February 2020		PO-1-XML	. , , , ,	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
February 2020		PO-1-XML		XML Request/Response	Diagnostic	N/A	3991.25	775								
February 2020	-	PO-1-XML	, , ,	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
February 2020	•	PO-1-XML	·	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
February 2020	-	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)	· ·	Diagnostic	N/A	5958.12	1,722								
February 2020	*	PO-2A		LNP	Diagnostic	N/A	99	144	68.75%							
February 2020	•	PO-2A		Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10		24.39%							
February 2020				Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
February 2020		PO-2B		LNP	Diagnostic	N/A	99	104	95.19%							
February 2020	Pre-Ordering	PO-2B	3	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	10									
February 2020	9	PO-2B	0 0	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
February 2020	· ·	PO-3X		Product Aggregate	Diagnostic	N/A	56:01	23								
February 2020	-	PO-5A-(a)	·	Resale Aggregate	Benchmark	95.00%	9	9	100.00%							
February 2020	-	PO-5A-(b)	·	Unbundled Loop AGG-EELs	Benchmark	95.00%	4	4	100.00%							
February 2020	-	PO-5A-(c)		LNP	Benchmark	95.00%	93	93	100.00%							
February 2020		PO-5B-(a)	·	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
February 2020	-	PO-5B-(c)		LNP	Benchmark	90.00%	36	36	100.00%							
February 2020	· ·	PO-5D		LIS Trunk	Benchmark	85.00%	1	1	100.00%							
January 2020		BI-2		All	Parity by Design		172	172	100.00%							
January 2020	-	BI-3A	·	UNEs and Resale Aggregate	Diagnostic	N/A	33,195	34,892	95.14%							
January 2020	-	BI-3B		Reciprocal Compensation	Diagnostic	N/A	45	45	100.00%							
January 2020	-	BI-4A		UNEs and Resale Aggregate	Parity	N/A	99	99	100.00%		2,726	2,810	97.01%	17.03%	-1.716626	-2.043634
January 2020	-	BI-4B		Reciprocal Compensation	Diagnostic	N/A	45	45	99.21%		_,: 	_,3.0	1112170	1115070		
January 2020		DB-1B		LIDB	Diagnostic	N/A	2,064,339	2,048,284								
January 2020		DB-1C-1		Directory Listing	Diagnostic	N/A	695.05	3,005								
January 2020		GA-1		IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
January 2020	, ,	GA-1		SIA	Diagnostic	N/A	30,600	30,600	100.00%							
January 2020		GA-1		XML	Diagnostic	N/A	30,600	30,600	100.00%							
January 2020		GA-3		EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
January 2020		GA-3		RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
January 2020	, ,	GA-4		EASE	Diagnostic	N/A	27,960	27,960	100.00%							
January 2020		GA-7		ALL	Diagnostic	N/A	0	0	1 2 3.00 70							
January 2020		MR-5X		Business	Parity	N/A	0	1	0.00%	0.00%	19	51	37.25%	48.35%	-0.344102	-1.209199
January 2020	·	MR-6B		Residence	Parity	N/A	17:25	1	17:25							-1.121329
January 2020		MR-6E	·	Unbundled Loop Analog	Parity	N/A	1:28	1	1:28							
, _0_0	- Topan	32			,	1	1.20	'	1.20	3.00	2.001.02	240	111.30	100.00	3.233310	

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result C	TL-Q Standard Deviation	Modified Z Score	Parity Score
January 2020	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%		29		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%		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	7,992	0.00%			
January 2020	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	25			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	218	0.00%			
January 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	63			4	117	3.42%	18.17%	-1.203976	-1.731965
January 2020	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	139			321	26,795	1.20%	10.88%	-0.517264	-1.314474
January 2020	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%		97		78.86%	40.83%	-0.515635	-1.313484
January 2020	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,896								-2.79
January 2020	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,013								-3
January 2020	Network Performance	NI-1C	-	LIS Trunk	Diagnostic	N/A	1	1,896								
January 2020	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,061								
January 2020	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	0	. 1	0.00%		2	2	100.00%	0.00%	0.430727	-0.738136
January 2020	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	7	1	7.00							
January 2020	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%		2	2	100.00%	0.00%		
January 2020	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	152	152								
January 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	167.38	609								
January 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	145.29	216								
January 2020	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	312.67	609								
January 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	556								
January 2020	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	556								
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200								
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200								
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200								
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479								
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	3,479								
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	3,479								
January 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	676.80	967								
January 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
January 2020	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7162.80	967								
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	30.47	66								
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								
January 2020	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	4,264								
January 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	481								
January 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	4,104								
January 2020	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	481								
January 2020	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	39.58	72								
January 2020	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	610.66	72								
January 2020	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	650.24	72								
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523								
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479								
January 2020	Pre-Ordering		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445								
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311								
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568								
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25									
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280								
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346								
January 2020	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic	N/A	5958.12	1,722								
January 2020	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	125									
January 2020	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	16	49								
January 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	125									
January 2020	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	16	16								
January 2020	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	110:19									
		0/1					110.10	01	2.50							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2020	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	16	16				20	100uit			
January 2020	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	120									
January 2020	Pre-Ordering	PO-5B-(a)	·	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 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%	26.30%	-3.019208	-2.835548
December 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	54	55	99.07%							
December 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,352,570	2,336,962	1.01							
December 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	776.08	2,806	0.28							
December 2019		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
December 2019	Electronic Gateway Availability	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		100.00%							
December 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ЕВТА	Diagnostic	N/A	42,900	42,900	100.00%							
December 2019		GA-3	3 .	RepairGUI	Diagnostic	N/A	41,820		100.00%							
December 2019		GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880		100.00%							
December 2019		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2019		MR-8	Trouble Rate		Parity	N/A	0	21	0.00%		3	111	2.70%	16.22%	-0.700379	-1.4258
December 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,842	0.00%		0	7,896	0.00%			
December 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		252	15,554	1.62%	12.63%	-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				
December 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	67	0.00%		3	122	2.46%	15.49%	-1.044176	-1.634814
December 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	139	0.00%		314	27,085	1.16%	10.70%	-1.273586	-1.774285
December 2019	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
December 2019	Network Performance	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
December 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	1,872	0.10%							
December 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,061	0.10%							
December 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	179	180	99.44%							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	167.38	609	0.27							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	145.29	216	0.67							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	312.67	609	0.51							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
December 2019	Pre-Ordering	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	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
December 2019			Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
December 2019	•		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48									
December 2019		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38									
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									
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7162.80	5,640	1.27							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
December 2019			Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	30.47									
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	24.44	128	0.19							
December 2019	-	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	54.91	64								
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	2,326	0.66							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	2,326	3.67							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	2,326	4.45							
December 2019		PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	39.58									
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	610.66									
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	650.24									
	Pre-Ordering			XML Request/Response	Diagnostic	N/A	10828.18									
	-		,			-		-								

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
December 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							
December 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							
December 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							
December 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							
December 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							
December 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							
December 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							
December 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic	N/A	5958.12	1,722	3.46							
December 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	108	144	75.00%							
December 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	52	32.69%							
December 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
December 2019	Pre-Ordering	PO-2B	All Flow through Eligible LSRs	LNP People Aggregate W/O LINE D DOTS	Diagnostic	N/A	108	114	94.74%							
December 2019	Pre-Ordering	PO-2B	All Flow through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	17	100.00%							
December 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10:15	1	100.00%							
December 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs	Product Aggregate	Diagnostic	N/A	10:15	13	0:47							
December 2019	Pre-Ordering	PO-5A-(a)		Resale Aggregate	Benchmark	95.00%	17	17	100.00%							
December 2019	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	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	104	104	100.00%							
December 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LICTURE	Benchmark	90.00%	36	36	100.00%							
December 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
November 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		182	182	100.00%							
November 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	36,689	36,689	100.00%							
November 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	54	54	100.00%	0.000/	2.077	2.4.40	07.740/	/ 44.050/	4.770500	0.000000
November 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	143	143	100.00%	0.00%	3,077	3,148	97.74%	6 14.85%	-1.776589	-2.080089
November 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	54	54	100.00%							
November 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,246,869	2,232,067	1.01							
November 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	829.68	3,779	0.22							
November 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,340	29,340	100.00%							
November 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
November 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
November 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
November 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI EASE	Diagnostic	N/A	40,485	40,485	100.00%							
November 2019 November 2019	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR Timply Outgap Recolution after Software Releases		Diagnostic	N/A	26,580	26,580	100.00%							
November 2019	Maintenance and Repair	MR-5B	Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 2	ALL Enhanced Extended Loops - DS1 Capable	Diagnostic Parity	N/A N/A	4	4	100.00%	0.00%		2	0.00%	6 0.00%		
November 2019	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	26:14	4	26:14	0:00		89				-1.353096
November 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable		N/A	5:47	1	1:27	0:00			4:34			
November 2019	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity Parity	N/A	5.47	4	0.00%	0.00%						-1.344475
November 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%		30	0.00%			-1.344473
November 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	-		0	21	19.05%	39.27%		111				0.529647
November 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity Parity	N/A N/A	0	10,010	0.00%	35.2170	2	7,896	0.00%		2.310045	0.525047
November 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	25	4.00%	19.60%	190		1.21%		0.634615	-0.614182
November 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%	19.0070	190	226			0.034013	-0.014102
November 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	68	0.00%		2	122			-0.853065	-1.518626
November 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	139	0.00%		268					-1.710415
November 2019	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	139	100.00%	0.00%			80.61%			-1.296641
November 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%	0.10%		30	00.0176	39.3370	-0.407 931	-2.923171
November 2019	Network Performance	NI-1A	-	LIS Trunk	Parity	N/A	2	2,109	0.03%	0.10%						-2.740541
November 2019	Network Performance	NI-1C	-	LIS Trunk	Diagnostic	N/A	1	1,968	0.03%	0.0170						2.740041
November 2019	Network Performance	NI-1C	ŭ .	LIS Trunk	Diagnostic	N/A	2	2,109	0.03%					1		
November 2019	Ordering and Provisioning	OP-3E		LIS Trunk	Parity	N/A	1	2,103	100.00%	0.00%	1	1	100.00%	6 0.00%		
November 2019	Ordering and Provisioning	OP-5L		LIS Trunk	Parity	N/A	1	1	100.00%	0.00%		1	100.00%			
November 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	152	152	100.00%	0.0070		3	100.0076	0.0076		
November 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00% N/A	22895.30	94,570	0.26		-					
November 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.63	60,595	0.20							
November 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71602.93	94,570	0.76		-					
November 2019	Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	71002.93	15,612	0.76							
November 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL		N/A	7872.03	15,612	0.47							
NOVEITIDE ZUTS	i is-ordering	I O- I-IIVIA GUI	To Order Neopolise Tilles (Appl. Scrieduler)	IOIAL	Diagnostic	11//	1012.03	10,012	0.50							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41						Ī	
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197	0.09							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.46							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.83							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12,062	0.20							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,327	0.97							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26815.00	31,880	0.91							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33301.00	31,880	1.04							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5,822	0.98							
November 2019	Pre-Ordering	PO-1-IMA GUI	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							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
November 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							
November 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							
November 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							
November 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							
November 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							
November 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							
November 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							
November 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							
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XN	IL) XML Request/Response	Diagnostic	N/A	5960.12	1,724	3.48							
November 2019	Pre-Ordering	PO-2A	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	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
November 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	110	110								
November 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
November 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							
November 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
October 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	186	186								
October 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	37,783	37,783								
October 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	62	62	100.00%							
October 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	135	135		0.00%	2,994	3,047	98.26%	13.07%	-1.512743	-1.919682
October 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	61	62	98.41%							
October 2019	Database Updates		All	LIDB	Diagnostic	N/A	2,331,946	2,318,074	1.01							
October 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	806.11	3,805								
October 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
October 2019		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600								
October 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,523	30,600								
October 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ЕВТА	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	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTI -O Numerator	CTI - O Denominator	CTL-O Pasult CT	-O Standard Deviation	Modified 7 Score	Parity Score
October 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	CLEC Numerator	CLEC Denominator	100.00%	0.00%		CTL-Q Denominator	50.00%	50.00%	-0.816497	-1.496395
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	-0.806633
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		1	6:01	0:00	0.010001	0.000000
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%	0.00%		
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	21	0.00%	0.0070	2	111	1.80%	13.30%	-0.569228	-1.346066
October 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	10,058	0.00%		0	7,824	0.00%	10.0070	0.000220	1.040000
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	25	0.00%		376	15,965	2.36%	15.16%	-0.775917	-1.471724
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13	0.00%		0.0	239	0.00%	10.1070	0.170017	
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	69	1.45%	11.95%	2	122	1.64%	12.70%	-0.099369	-1.060412
October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	139			481	27,815	1.73%	13.04%	-1.560077	-1.948459
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%				1919 174		-2.908442
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%						-2.99901
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		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		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								
October 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	104.34	111								
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	88.52	86								
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	16.44	79								
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	104.96	86								
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	147.27	107								
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	75.78	105								
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		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7927.28	1,356								
October 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	34.36	32								
October 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6.76	32								
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	41.12	32								
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		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	975.64	4,424	0.22							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2084.73	2,229	0.94							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	5.03	17	0.30							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	38.37	35	1.10							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	21.95	17	1.29							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	65.35	35	1.87							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	612.61	1,114	0.55							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	13979.49	1,114	12.55							
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	14592.10	1,114	13.10							
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							
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic	N/A	5958.12	1,722								
October 2019	Pre-Ordering	PO-2A	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								
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								

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 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 Desig	n 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	-1.676848
September 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	64	64	99.47%							
September 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,287,221	2,247,942	1.02							
September 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	757.99	3,567	0.21							
September 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
September 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
September 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
September 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
September 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%							
September 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	25,800	100.00%							
September 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 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%						
September 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
September 2019	Maintenance and Repair	MR-5X	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	-1.200642
September 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4:27	1	4:27	0:00						
September 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:33	1	6:33	0:00						
September 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%						
September 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%						
September 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	23	4.35%	20.39%	0	113	0.00%		0.957658	-0.417785
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	-1.458923
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	-0.793971
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	-1.970854
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%						-2.998875
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%						-3
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-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2953.46	9,466	0.31							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	3002.16	4,956	0.61							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	5955.62	9,466								
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	115.13	142								
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	125.00	142								
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	96.85	86								
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	12.67	82	0.15							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	109.52	86								
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	177.62	146	1.22							
September 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	285.34	142								
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	462.96	146	3.17							
September 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1643.09	1,501								
September 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
September 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8129.09	1,501								
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	36.36	32								
September 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	115.14	32								
September 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	151.50	32								
September 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1179.44	2,374								
September 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1129.10	4,746								
September 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2308.54	2,374								
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	37.65									
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Sept 2020 Aggregate Performance Report.xls

September 2019 Pro-Clorating Pro-Lina Column Pro-Clorating Pro-Lina Column Pro-Clorating Pro-Lina Column Pro-Clorating Pro-Lina Column Pro-Clorating Pro-Lina Column Pro-Clorating Pro-Lina Column Pro-Clorating Pro-Lina Column Pro-Lin	Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation CTL-Q Numer	tor CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
Squeenine 2019 Por Collering POR - 1MA GAU Por Coller Requires Times (IN Executation) TOTAL Disprosite NA 1515.51 4.9 5.0	September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	42.00	45	0.93						
Seamether 2019 Pro-Ordering Pro-1-1MA Cull Pro-Order Response Transel/Loso Qual Tool) Secondary 2019 Pro-Ordering Pro-1-1MA Cull Pro-Order Response Transel/Loso Qual Tool) SEPONSE Diagnosities Pro-Ordering Pro-1-1MA Cull Pro-Order Response Transel/Loso Qual Tool) SEPONSE Diagnosities Pro-Ordering Pro-Ordering Pro-1-1MA Cull Pro-Order Response Transel/Loso Qual Tool) SEPONSE Diagnosities Pro-Ordering Pro-Ordering Pro-1-1MA Cull Pro-Order Response Transel/Loso Pro-Ordering Pro-Order Response Times (Ordering Pro-Ordering Pro-Order Response Times (Ordering Pro-Ordering Pro-Order Response Times (Ordering Pro-Ordering Pro-Order Response Times (Ordering Pro-Ordering Pro-Order Response Times (Ordering Pro-Ordering Pro-Order Response Times (Ordering Pro-Ordering Pro-Ordering Pro-Order Response Times (Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering Pro-Ordering	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 Pr. Ordering Pol-1-MA (III) Pre-Order Engenera Timericus Qual Train) RESPONSE Digresses NA 1452.26 1,214 11.91	September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	135.51	45	3.01						
Pic-Ordering Pic-	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						
Pinc-Ordering Pinc-Orderin	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						
Pre-Ordering Pre-	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 Pro-Ordering Pro-1-XML Pro-Order Responser Times (Facility Check XML) XML Request/Response Diagnositic NA 259804 7.31 3.54	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 Pro-Ordering Pro-Livality Pro-Order Response Times (Get CSR XML) XML RequestResponse Diagnostic NA 2588.04 7.311 3.54	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-LYML Pre-Order Response Times (Long Qual Tools XML) XML Request/Response Diagnostic N/A 3991 L5 775 5.15	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 Pro-Ordering Pro-Ordering Pro-LAML Pro-Order Response Times (Meer Point Inquiry MIL) XML Request/Response Diagnostic N/A 3981.25 775 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5.15 5	September 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						
September 2019 Pic-Ordering Pic-Ordering Pic-Ordering Pic-Ordering Pic-Order Response Times (Service Avail MM) Mul. Request/Response Diagnostic NA 9388.8 3.36 2.80 0 0 0 0 0 0 0 0 0	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-Ordering PO-1-XML Pre-Order Response Times (TN Reservation XML) XML Request/Response Diagnostic NA 5986.81 1.722 3.46 S 6	September 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						
September 2019 Pre-Ordering PC-1/XML Pre-Order Response Times (Connecting Fac Assign XML) XML Request Response N/A 59858.12 1,722 3.46 Image: Condening of PC-2A Image: Condening of PC-2A All Electronic LSRs N/A 103 151 68.21% 68.21% Image: Condening of PC-2A All Electronic LSRs N/A 140 4 5 84.00% 8 6 6 6 6 7 7 7 7 7 7 8 8 8 All Policy Of MINION (NUMP-PC)TS Diagnostic MINION (NUMP-PC)TS N/A 4 4 5 100.00% 8 6 6 6 6 6 6 6 6 6 6 6 6 7 6 7 7 8 9 8 9	September 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						
September 2019 Pre-Ordering PO-2A All Electronic LSRs LNP Diagnostic NA 4.10 1.51 68.21% 9.0% 9.0% 9.0% 9.0% 9.0% 9.0% All Electronic LSRs Resale Aggregate W/O LNE-P-POTS Diagnostic NA 4.2 5.0% 8.0% 9.0	September 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						
September 2019 Pre-Ordering PO-2A All Electronic LSRs Resale Aggregate WO UNE-P-POTS Diagnostic N/A 4.4 5.6 84.00% 8.0 9.0 8.0 9.0 8.0 9.0 8.0 9.0 8.0 9.0 8.0 9.0 8.0 9.0 9.0 9.0 All Electronic LSRs 0.0 0.0 9.0 9.0 9.0 All Electronic LSRs 0.0 0.0 9.0 9.0 9.0 All Electronic LSRs 0.0 0.0 9.0 9.0 9.0 All Flow-through Eligible LSRs 1.0 1.0 1.0 1.0 9.0 9.0 1.0 1.0 1.0 9.0 9.0 9.0 1.0 1.0 9.0 9.0 9.0 9.0 1.0 9.0<	September 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						
September 2019 Pe-Ordering PO-2A All Electronic LSRs Unbundled Loop Aggregate Diagnostic N/A 15 15 100.00% Image: Control of the	September 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	103	151	68.21%						
September 2019 Pre-Ordering PO-28 All Flow-through Eligible LSRs LNP Diagnostic N/A 1 10	September 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	42	50	84.00%						
September 2019 Pre-Ordering Pre-Orderin	September 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	15	15	100.00%						
September 2019 Pre-Ordering PO-2B All Flow-through Eligible LSRs Unbundled Loop Aggregate Diagnostic N/A 15 15 100.00% </td <td>September 2019</td> <td>Pre-Ordering</td> <td>PO-2B</td> <td>All Flow-through Eligible LSRs</td> <td>LNP</td> <td>Diagnostic</td> <td>N/A</td> <td>103</td> <td>113</td> <td>91.15%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	September 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	103	113	91.15%						
September 2019 Pre-Ordering Po-3C LSRs received via facsimile Product Aggregate Diagnostic N/A 378:12 7 54:02 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	September 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	42	42	100.00%						
September 2019 Pre-Ordering Po-SA-(a) FOCs on Time for Fully Electronic LSRs Rejected Manually Product Aggregate Benchmark Pre-Ordering	September 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	15	15	100.00%						
September 2019 Pre-Ordering Po-5A-(a) FOCs on Time for Fully Electronic LSRs Resale Aggregate Benchmark 95.00% 41 41 100.00% 95.00% 16 100.00% 95.00%	September 2019	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	378:12	7	54:02						
September 2019 Pre-Ordering Pre	September 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	16:33	15	1:06						
September 2019 Pre-Ordering PO-5A-(c) FOCs on Time for Fully Electronic LSRs LNP Benchmark 95.00% 100 100.00% September 2019 Pre-Ordering PO-5B-(a) FOCs on Time for Electronic/Manual LSRs Resale Aggregate Benchmark 90.00% 6 6 100.00% September 2019 Pre-Ordering PO-5B-(c) FOCs on Time for Electronic/Manual LSRs LNP Benchmark 90.00% 48 48 100.00%	September 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	41	41	100.00%						
September 2019 Pre-Ordering PO-5B-(a) FOCs on Time for Electronic/Manual LSRs Resale Aggregate Benchmark 90.00% 6 6 100.00% September 2019 Pre-Ordering PO-5B-(c) FOCs on Time for Electronic/Manual LSRs LNP Benchmark 90.00% 48 48 100.00%	September 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	16	16	100.00%						
September 2019 Pre-Ordering PO-5B-(c) FOCs on Time for Electronic/Manual LSRs LNP Benchmark 90.00% 48 100.00%	September 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	100	100	100.00%						
	September 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	6	6	100.00%						
September 2019 Pre-Ordering PO-5C-(b) FOCs on Time for manual LSRs via Facsimile Unbundled Loop AGG-EELs Benchmark 90.00% 3 100.00%	September 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%						
	September 2019	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%						