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

## South Dakota
## December 2018 - December 2019

*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.*

January 10, 2020

CenturyLink QC Performance Results – Current 271 PID

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| December 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 196 | 196 | 100.00% | | | | | | | |
| December 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 36,002 | 36,002 | 100.00% | | | | | | | |
| December 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 55 | 55 | 100.00% | | | | | | | |
| December 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 117 | 117 | 100.00% | 0.00% | 2,908 | 3,143 | 92.52% | 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 | Electronic Gateway Availability | 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 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| December 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,900 | 42,900 | 100.00% | | | | | | | |
| December 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,820 | 41,820 | 100.00% | | | | | | | |
| December 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| December 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| December 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | 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 | 0.00% | | | |
| 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-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4920.00 | 1,200 | 4.10 | | | | | | | |
| December 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 417.48 | 3,479 | 0.12 | | | | | | | |
| December 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 32076.38 | 3,479 | 9.22 | | | | | | | |
| December 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 32493.86 | 3,479 | 9.34 | | | | | | | |
| December 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 676.80 | 5,640 | 0.12 | | | | | | | |
| December 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| December 2019 | Pre-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-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 30.47 | 64 | 0.48 | | | | | | | |
| 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 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 54.91 | 64 | 0.86 | | | | | | | |
| 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 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 39.58 | 72 | 0.55 | | | | | | | |
| December 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 610.66 | 72 | 8.48 | | | | | | | |
| December 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 650.24 | 72 | 9.03 | | | | | | | |
| December 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 | | | | | | | |
| 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 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| December 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) | XML Request/Response | 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 | 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 | 1 | 1 | 100.00% | | | | | | | |
| December 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 10:15 | 13 | 0:47 | | | | | | | |
| December 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | 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 | LNP | 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 | N/A | 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% | | | | | | | |
| 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% | 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 | Diagnostic | N/A | 40,485 | 40,485 | 100.00% | | | | | | | |
| November 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,580 | 26,580 | 100.00% | | | | | | | |
| November 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| November 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| November 2019 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 26:14 | 1 | 26:14 | 0:00 | 5100:55 | 89 | 57:19 | 53:13 | -0.580792 | -1.353096 |
| November 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 5:47 | 4 | 1:27 | 0:01 | 9:07 | 2 | 4:34 | 0:42 | -5.16886 | -4.142444 |
| November 2019 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 24 | 98 | 24.49% | 43.00% | -0.566611 | -1.344475 |
| November 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 4 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| November 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 4 | 21 | 19.05% | 39.27% | 2 | 111 | 1.80% | 13.30% | 2.516045 | 0.529647 |
| November 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,010 | 0.00% | | 0 | 7,896 | 0.00% | | | |
| November 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 25 | 4.00% | 19.60% | 190 | 15,741 | 1.21% | 10.92% | 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% | | 0 | 226 | 0.00% | | | |
| November 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 68 | 0.00% | | 2 | 122 | 1.64% | 12.70% | -0.853065 | -1.518626 |
| November 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 139 | 0.00% | | 268 | 27,412 | 0.98% | 9.84% | -1.168529 | -1.710415 |
| November 2019 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 79 | 98 | 80.61% | 39.53% | -0.487931 | -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% | | | | | | -2.923171 |
| November 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 2 | 2,109 | 0.09% | 0.57% | | | | | | -2.740541 |
| November 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 1,968 | 0.03% | | | | | | | |
| November 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 2 | 2,109 | 0.09% | | | | | | | |
| November 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| November 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | 0.00% | | |
| November 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 152 | 152 | 100.00% | | | | | | | |
| November 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22895.30 | 94,570 | 0.26 | | | | | | | |
| November 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48707.63 | 60,595 | 0.82 | | | | | | | |
| November 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71602.93 | 94,570 | 0.76 | | | | | | | |
| November 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7229.55 | 15,612 | 0.47 | | | | | | | |
| November 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7872.03 | 15,612 | 0.50 | | | | | | | |
| November 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| 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 | | | | | | | |

| 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 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 XML) | 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 | 100.00% | | | | | | | |
| 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 | 100.00% | | | | | | | |
| October 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 37,783 | 37,783 | 100.00% | | | | | | | |
| 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 | 100.00% | 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 | DB-1B | 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 | 0.21 | | | | | | | |
| October 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| October 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| October 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,523 | 30,600 | 99.75% | | | | | | | |
| October 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| October 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| October 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| October 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| October 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.816497 | -1.496395 |
| 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 | 6:01 | 1 | 6:01 | 0:00 | | |
| October 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% | 0 | 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% | | 2 | 111 | 1.80% | 13.30% | -0.569228 | -1.346066 |

| 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 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,058 | 0.00% | | 0 | 7,824 | 0.00% | | | |
| 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 | 239 | 0.00% | | | |
| 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 | 0.00% | | 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% | | | | | | -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 | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2478.42 | 8,674 | 0.29 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 2690.77 | 4,570 | 0.59 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 5169.19 | 8,674 | 0.60 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 95.94 | 111 | 0.86 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 104.34 | 111 | 0.94 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 88.52 | 86 | 1.03 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 16.44 | 79 | 0.21 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 104.96 | 86 | 1.22 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 147.27 | 107 | 1.38 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 75.78 | 105 | 0.72 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 223.05 | 107 | 2.08 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 1441.28 | 1,356 | 1.06 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 7927.28 | 1,356 | 5.85 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 34.36 | 32 | 1.07 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 6.76 | 32 | 0.21 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 41.12 | 32 | 1.29 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1109.09 | 2,229 | 0.50 | | | | | | | |
| October 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 975.64 | 4,424 | 0.22 | | | | | | | |
| October 2019 | Pre-Ordering | 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) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| October 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 128 | 203 | 63.05% | | | | | | | |
| October 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 36 | 74 | 48.65% | | | | | | | |
| October 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| October 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 128 | 140 | 91.43% | | | | | | | |
| October 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 36 | 36 | 100.00% | | | | | | | |
| October 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| October 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 31:18 | 18 | 1:44 | | | | | | | |
| October 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 36 | 36 | 100.00% | | | | | | | |
| October 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| October 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 116 | 116 | 100.00% | | | | | | | |
| October 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 68 | 68 | 100.00% | | | | | | | |
| October 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |

| 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 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | 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 | 0.63 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 115.13 | 142 | 0.81 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 125.00 | 142 | 0.88 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 96.85 | 86 | 1.13 | | | | | | | |
| 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 | 1.27 | | | | | | | |
| 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 | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 285.34 | 142 | 2.01 | | | | | | | |
| 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 | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 1643.09 | 1,501 | 1.09 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 8129.09 | 1,501 | 5.42 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 36.36 | 32 | 1.14 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 115.14 | 32 | 3.60 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 151.50 | 32 | 4.73 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1179.44 | 2,374 | 0.50 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 1129.10 | 4,746 | 0.24 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 2308.54 | 2,374 | 0.97 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 37.65 | 20 | 1.88 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 42.00 | 45 | 0.93 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 55.86 | 20 | 2.79 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 135.51 | 45 | 3.01 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 676.61 | 1,214 | 0.56 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 14452.83 | 1,214 | 11.91 | | | | | | | |

| 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 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 15129.44 | 1,214 | 12.46 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| September 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 1,096,392 | 6.82 | | | | | | | |
| September 2019 | 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 | 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 (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| 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-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-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| September 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 103 | 151 | 68.21% | | | | | | | |
| 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 | 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 | LNP | Diagnostic | N/A | 103 | 113 | 91.15% | | | | | | | |
| 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-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 15 | 15 | 100.00% | | | | | | | |
| September 2019 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 378:12 | 7 | 54:02 | | | | | | | |
| September 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 16:33 | 15 | 1:06 | | | | | | | |
| 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-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-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-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% | | | | | | | |
| August 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 238 | 238 | 100.00% | | | | | | | |
| August 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 39,250 | 39,250 | 100.00% | | | | | | | |
| August 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 39 | 39 | 100.00% | | | | | | | |
| August 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 115 | 115 | 100.00% | 0.00% | 3,320 | 3,370 | 98.52% | 12.09% | -1.294132 | -1.786776 |
| August 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 39 | 39 | 99.52% | | | | | | | |
| August 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,645,028 | 2,588,958 | 1.02 | | | | | | | |
| August 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 913.82 | 4,543 | 0.20 | | | | | | | |
| August 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| August 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| August 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| August 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,140 | 43,140 | 100.00% | | | | | | | |
| August 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,925 | 41,925 | 100.00% | | | | | | | |
| August 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,660 | 27,660 | 100.00% | | | | | | | |
| August 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| August 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| August 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| August 2019 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 558:07 | 1 | 558:07 | 0:00 | 21025:07 | 190 | 110:40 | 165:37 | 1.786613 | 0.086184 |
| August 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 11:01 | 4 | 2:45 | 0:20 | 11:46 | 2 | 5:53 | 2:17 | -1.580387 | -1.960807 |
| August 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 462:20 | 1 | 462:20 | 0:00 | | | | | | |
| August 2019 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 56 | 205 | 27.32% | 44.56% | -0.611567 | -1.371806 |
| August 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 4 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| August 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| August 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 4 | 24 | 16.67% | 37.27% | 2 | 114 | 1.75% | 13.13% | 2.38475 | 0.449825 |
| August 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 10,202 | 0.01% | 0.99% | 0 | 7,848 | 0.00% | | | |
| August 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 25 | 4.00% | 19.60% | 387 | 16,382 | 2.36% | 15.19% | 0.124383 | -0.92438 |
| August 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 14 | 0.00% | | 1 | 248 | 0.40% | 6.34% | -0.231628 | -1.14082 |
| August 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 74 | 0.00% | | 2 | 125 | 1.60% | 12.55% | -0.869374 | -1.528542 |
| August 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 158 | 0.00% | | 497 | 28,497 | 1.74% | 13.09% | -1.670041 | -2.015313 |
| August 2019 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 154 | 205 | 75.12% | 43.23% | 0.666871 | -0.594571 |
| August 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,920 | 0.00% | 0.00% | | | | | | -3 |
| August 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,253 | 0.00% | 0.00% | | | | | | -3 |
| August 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% | | | | | | | |
| August 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,253 | 0.00% | | | | | | | |
| August 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 1,007 | 1,008 | 99.90% | | | | | | | |

| 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 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 3073.11 | 4,984 | 0.62 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 3073.11 | 4,984 | 0.62 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 192.71 | 219 | 0.88 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 207.69 | 219 | 0.95 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 714.20 | 9,197 | 0.09 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5936.43 | 12,820 | 0.46 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 285.41 | 214 | 1.33 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 120.38 | 210 | 0.57 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 405.79 | 214 | 1.90 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 1773.63 | 1,572 | 1.13 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 8259.63 | 1,572 | 5.25 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5674.50 | 5,822 | 0.98 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.68 | 3,825 | 0.09 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5989.18 | 5,822 | 1.03 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1218.81 | 2,380 | 0.51 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 1212.56 | 4,754 | 0.26 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 2431.37 | 2,380 | 1.02 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 194.00 | 1,815 | 0.12 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3590.73 | 6,993 | 0.53 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6102.48 | 6,993 | 0.87 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 657.87 | 1,178 | 0.56 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1960.58 | 1,178 | 1.66 | | | | | | | |
| August 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 | | | | | | | |
| August 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 | | | | | | | |
| August 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 | | | | | | | |
| August 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 | | | | | | | |
| August 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 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3994.25 | 775 | 5.15 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| August 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| August 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 113 | 183 | 61.75% | | | | | | | |
| August 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 49 | 59 | 83.05% | | | | | | | |
| August 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 13 | 100.00% | | | | | | | |
| August 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 113 | 119 | 94.96% | | | | | | | |
| August 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 49 | 49 | 100.00% | | | | | | | |
| August 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 13 | 100.00% | | | | | | | |
| August 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 30:05 | 16 | 1:53 | | | | | | | |
| August 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 49 | 49 | 100.00% | | | | | | | |
| August 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 13 | 13 | 100.00% | | | | | | | |
| August 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 106 | 106 | 100.00% | | | | | | | |
| August 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 8 | 8 | 100.00% | | | | | | | |
| August 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 59 | 59 | 100.00% | | | | | | | |
| August 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| July 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 189 | 189 | 100.00% | | | | | | | |
| July 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 39,646 | 39,646 | 100.00% | | | | | | | |
| July 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 34 | 34 | 100.00% | | | | | | | |
| July 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 123 | 123 | 100.00% | 0.00% | 3,116 | 3,148 | 98.98% | 10.03% | -1.102569 | -1.670315 |
| July 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 34 | 34 | 99.88% | | | | | | | |
| July 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,003,231 | 1,968,903 | 1.02 | | | | | | | |
| July 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 744.97 | 3,778 | 0.20 | | | | | | | |
| July 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| July 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,573 | 30,600 | 99.91% | | | | | | | |
| July 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| July 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| July 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| July 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| July 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| July 2019 | 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% | 0 | 3 | 0.00% | 0.00% | | |
| July 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| July 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 43 | 131 | 32.82% | 46.96% | -1.425134 | -1.86642 |
| July 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 3:50 | 1 | 3:50 | 0:00 | 33:46 | 3 | 11:15 | 4:48 | -1.338283 | -1.813618 |
| July 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 124:15 | 1 | 124:15 | 0:00 | | | | | | |
| July 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 9:32 | 1 | 9:32 | 0:00 | 54314:34 | 550 | 98:45 | 131:55 | -0.67569 | -1.41079 |
| July 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 3 | 0.00% | 0.00% | | |
| July 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| July 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 106 | 602 | 17.61% | 38.09% | -0.461904 | -1.280818 |
| July 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 24 | 4.17% | 19.98% | 3 | 118 | 2.54% | 15.74% | -0.068518 | -1.041656 |
| July 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 10,442 | 0.01% | 0.98% | 0 | 7,848 | 0.00% | | | |
| July 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 25 | 0.00% | | 453 | 16,588 | 2.73% | 16.30% | -0.837158 | -1.508956 |
| July 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | | 0 | 255 | 0.00% | | | |
| July 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 75 | 0.00% | | 3 | 130 | 2.31% | 15.01% | -1.059947 | -1.644402 |
| July 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 169 | 0.59% | 7.67% | 602 | 28,837 | 2.09% | 14.30% | -1.356217 | -1.824521 |
| July 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,968 | 0.00% | 0.00% | | | | | | -3 |
| July 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,373 | 0.00% | 0.00% | | | | | | -3 |
| July 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,968 | 0.00% | | | | | | | |
| July 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,373 | 0.00% | | | | | | | |
| July 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 249 | 249 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22895.30 | 94,570 | 0.26 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48707.63 | 60,595 | 0.82 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71602.93 | 94,570 | 0.76 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7229.55 | 15,612 | 0.47 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7872.03 | 15,612 | 0.50 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 714.20 | 9,197 | 0.09 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5936.43 | 12,820 | 0.46 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12593.59 | 15,327 | 0.83 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2347.49 | 12,062 | 0.20 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14941.08 | 15,327 | 0.97 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26815.00 | 31,880 | 0.91 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33301.00 | 31,880 | 1.04 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5674.50 | 5,822 | 0.98 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.68 | 3,825 | 0.09 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5989.18 | 5,822 | 1.03 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10175.15 | 24,948 | 0.42 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17148.88 | 45,656 | 0.39 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27324.03 | 24,948 | 1.10 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 194.00 | 1,815 | 0.12 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3590.73 | 6,993 | 0.53 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6102.48 | 6,993 | 0.87 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13,540 | 0.48 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 7816.54 | 13,540 | 0.58 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10829.18 | 6,524 | 1.68 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 761,445 | 9.82 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3994.25 | 776 | 5.16 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |

| 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 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| July 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5960.12 | 1,724 | 3.48 | | | | | | | |
| July 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 123 | 179 | 68.72% | | | | | | | |
| July 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 55 | 71 | 77.46% | | | | | | | |
| July 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 123 | 129 | 95.35% | | | | | | | |
| July 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 55 | 57 | 96.49% | | | | | | | |
| July 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 127:54 | 3 | 42:38 | | | | | | | |
| July 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 50:41 | 24 | 2:07 | | | | | | | |
| July 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 54 | 54 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 112 | 112 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 8 | 8 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 44 | 44 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-5C-(a) | FOCs on Time for manual LSRs via Facsimile | Resale Aggregate | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2019 | Pre-Ordering | PO-5C-(b) | FOCs on Time for manual LSRs via Facsimile | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| June 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 193 | 193 | 100.00% | | | | | | | |
| June 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 41,467 | 41,467 | 100.00% | | | | | | | |
| June 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 41 | 41 | 100.00% | | | | | | | |
| June 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 152 | 152 | 100.00% | 0.00% | 3,221 | 3,254 | 98.99% | 10.02% | -1.219747 | -1.741554 |
| June 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 40 | 41 | 99.43% | | | | | | | |
| June 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,325,568 | 2,292,912 | 1.01 | | | | | | | |
| June 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 650.23 | 3,273 | 0.20 | | | | | | | |
| June 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| June 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| June 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| June 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,400 | 41,400 | 100.00% | | | | | | | |
| June 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,125 | 40,125 | 100.00% | | | | | | | |
| June 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 25,500 | 25,500 | 100.00% | | | | | | | |
| June 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| June 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.430727 | -1.261864 |
| June 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 34 | 102 | 33.33% | 47.14% | -0.439645 | -1.267285 |
| June 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 6:41 | 1 | 6:41 | 0:00 | 10:33 | 2 | 5:16 | 4:18 | -0.040117 | -1.024389 |
| June 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 5:25 | 1 | 5:25 | 0:00 | 40095:32 | 417 | 96:09 | 116:31 | -0.777783 | -1.472858 |
| June 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| June 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 89 | 459 | 19.39% | 39.54% | -0.489916 | -1.297848 |
| June 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 24 | 4.17% | 19.98% | 2 | 118 | 1.69% | 12.91% | 0.179772 | -0.890706 |
| June 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,442 | 0.00% | | 1 | 7,872 | 0.01% | 1.13% | -0.755141 | -1.459093 |
| June 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 26 | 0.00% | | 346 | 16,761 | 2.06% | 14.22% | -0.739721 | -1.449718 |
| June 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | | 0 | 260 | 0.00% | | | |
| June 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 75 | 0.00% | | 2 | 129 | 1.55% | 12.35% | -0.864218 | -1.525408 |
| June 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 169 | 0.59% | 7.67% | 459 | 29,107 | 1.58% | 12.46% | -1.025098 | -1.623215 |
| June 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 1,968 | 0.03% | 0.13% | | | | | | -2.912195 |
| June 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,373 | 0.00% | 0.00% | | | | | | -3 |
| June 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 1,968 | 0.03% | | | | | | | |
| June 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,373 | 0.00% | | | | | | | |
| June 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 181 | 181 | 100.00% | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 632.30 | 1,510 | 0.42 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 1069.02 | 1,074 | 1.00 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 1701.32 | 1,510 | 1.13 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 200.14 | 214 | 0.94 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 216.09 | 214 | 1.01 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 196.42 | 172 | 1.14 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 26.35 | 161 | 0.16 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 222.77 | 172 | 1.30 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 287.58 | 214 | 1.34 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 54.47 | 210 | 0.26 | | | | | | | |

| 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 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 342.05 | 214 | 1.60 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 640.41 | 467 | 1.37 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 7126.41 | 467 | 15.26 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 6.22 | 64 | 0.10 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 440.81 | 448 | 0.98 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 321.23 | 451 | 0.71 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 420.99 | 900 | 0.47 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 742.22 | 451 | 1.65 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 5.67 | 32 | 0.18 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 79.19 | 70 | 1.13 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 43.09 | 32 | 1.35 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 127.95 | 70 | 1.83 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 116.12 | 196 | 0.59 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 673 | 1.94 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1418.83 | 196 | 7.24 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 9,008,906 | 0.83 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| June 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| June 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 98 | 149 | 65.77% | | | | | | | |
| June 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 33 | 37 | 89.19% | | | | | | | |
| June 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| June 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 98 | 106 | 92.45% | | | | | | | |
| June 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 33 | 33 | 100.00% | | | | | | | |
| June 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| June 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 21:18 | 5 | 4:16 | | | | | | | |
| June 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 32 | 33 | 96.97% | | | | | | | |
| June 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| June 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 91 | 91 | 100.00% | | | | | | | |
| June 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| June 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 46 | 46 | 100.00% | | | | | | | |
| May 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 229 | 229 | 100.00% | | | | | | | |
| May 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 40,004 | 40,004 | 100.00% | | | | | | | |
| May 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 44 | 44 | 100.00% | | | | | | | |
| May 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 152 | 152 | 100.00% | 0.00% | 3,042 | 3,061 | 99.38% | 7.85% | -0.951032 | -1.578187 |
| May 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 44 | 44 | 99.73% | | | | | | | |
| May 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,405,565 | 2,374,056 | 1.01 | | | | | | | |
| May 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 710.49 | 3,278 | 0.22 | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,377 | 29,520 | 99.52% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| May 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 4 | 6 | 66.67% | 47.14% | 0 | -1 |
| May 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 28:47 | 3 | 9:36 | 11:25 | 17:36 | 5 | 3:31 | 1:32 | 0.253347 | -0.845976 |
| May 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 18:24 | 4 | 4:36 | 3:18 | 35156:26 | 403 | 87:14 | 213:08 | -0.771652 | -1.469131 |
| May 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 0 | 6 | 0.00% | 0.00% | 0.430727 | -0.738136 |
| May 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 4 | 0.00% | 0.00% | 79 | 445 | 17.75% | 38.21% | -0.925039 | -1.562384 |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 24 | 0.00% | | 6 | 118 | 5.08% | 21.97% | -1.033639 | -1.628408 |

| 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 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,442 | 0.00% | | 0 | 8,112 | 0.00% | | | |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 25 | 0.00% | | 333 | 16,933 | 1.97% | 13.88% | -0.707649 | -1.43022 |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | | 0 | 274 | 0.00% | | | |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 75 | 4.00% | 19.60% | 6 | 129 | 4.65% | 21.06% | -0.212942 | -1.12946 |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 4 | 170 | 2.35% | 15.16% | 445 | 29,359 | 1.52% | 12.22% | 0.644115 | -0.608406 |
| May 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,968 | 0.01% | 0.04% | | | | | | -2.982439 |
| May 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,229 | 0.00% | 0.00% | | | | | | -3 |
| May 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,968 | 0.01% | | | | | | | |
| May 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,229 | 0.00% | | | | | | | |
| May 2019 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 65 | 70 | 92.86% | 25.75% | -0.27539 | -1.167425 |
| May 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| May 2019 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 1.00 | 0.00 | 167 | 48 | 3.48 | 1.74 | -1.411773 | -1.858297 |
| May 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| May 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 109 | 118 | 92.37% | 26.54% | -0.286138 | -1.17396 |
| May 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 130 | 130 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22895.30 | 84,797 | 0.27 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48707.63 | 55,350 | 0.88 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71602.93 | 84,797 | 0.84 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7229.55 | 15,612 | 0.47 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7872.03 | 15,612 | 0.50 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 714.20 | 9,197 | 0.09 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5936.43 | 12,820 | 0.46 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12593.59 | 15,173 | 0.83 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2347.49 | 12,062 | 0.20 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14941.08 | 15,173 | 0.98 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26815.00 | 30,129 | 0.89 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33301.00 | 30,129 | 1.11 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5674.50 | 5,822 | 0.98 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.68 | 3,825 | 0.09 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5989.18 | 5,822 | 1.03 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10175.15 | 24,948 | 0.40 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17148.88 | 45,656 | 0.37 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27324.03 | 24,948 | 1.10 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 194.00 | 1,815 | 0.12 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3590.73 | 6,993 | 0.53 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6102.48 | 6,993 | 0.87 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13,540 | 0.48 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 7816.54 | 13,540 | 0.58 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10829.18 | 6,485 | 1.67 | | | | | | | |
| May 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 | | | | | | | |
| May 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 | | | | | | | |
| May 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 | | | | | | | |
| May 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 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3994.25 | 774 | 5.16 | | | | | | | |
| May 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 | | | | | | | |
| May 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 | | | | | | | |
| May 2019 | 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 | | | | | | | |
| May 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 102 | 141 | 72.34% | | | | | | | |
| May 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 59 | 79 | 74.68% | | | | | | | |
| May 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 102 | 114 | 89.47% | | | | | | | |
| May 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 59 | 60 | 98.33% | | | | | | | |
| May 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 62:49 | 30 | 2:06 | | | | | | | |
| May 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 57 | 57 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 94 | 94 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| May 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 13 | 13 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 36 | 36 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| April 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 197 | 197 | 100.00% | | | | | | | |
| April 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 41,201 | 41,201 | 100.00% | | | | | | | |
| April 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 47 | 47 | 100.00% | | | | | | | |
| April 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 123 | 123 | 100.00% | 0.00% | 2,903 | 2,919 | 99.45% | 7.38% | -0.806541 | -1.490342 |
| April 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 46 | 47 | 99.74% | | | | | | | |
| April 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,146,831 | 2,115,952 | 1.01 | | | | | | | |
| April 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 765.69 | 3,530 | 0.22 | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| April 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| April 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| April 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 54 | 125 | 43.20% | 49.54% | -0.180012 | -1.10944 |
| April 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 38:43 | 1 | 38:43 | 0:00 | | | | | | |
| April 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2:47 | 1 | 2:47 | 0:00 | 2:21 | 1 | 2:21 | 0:00 | | |
| April 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 21:17 | 2 | 10:39 | 10:22 | 29058:33 | 432 | 67:16 | 95:32 | -0.836331 | -1.508453 |
| April 2019 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 41 | 172 | 23.84% | 42.61% | -0.557824 | -1.339133 |
| April 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| April 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% | 0 | 1 | 0.00% | 0.00% | | |
| April 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 80 | 477 | 16.77% | 37.36% | -0.633514 | -1.385149 |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 24 | 0.00% | | 1 | 118 | 0.85% | 9.17% | -0.412866 | -1.251005 |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 10,466 | 0.01% | 0.98% | 0 | 8,208 | 0.00% | | | |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 25 | 4.00% | 19.60% | 341 | 17,081 | 2.00% | 13.99% | 0.262045 | -0.840688 |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | | 0 | 276 | 0.00% | | | |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 75 | 1.33% | 11.47% | 1 | 129 | 0.78% | 8.77% | -0.256649 | -1.156031 |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 170 | 1.18% | 10.78% | 477 | 29,612 | 1.61% | 12.59% | -0.448575 | -1.272714 |
| April 2019 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 130 | 172 | 75.58% | 42.96% | -0.566753 | -1.344562 |
| April 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,968 | 0.00% | 0.00% | | | | | | -3 |
| April 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.01% | | | | | | -2.996431 |
| April 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,968 | 0.00% | | | | | | | |
| April 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| April 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 1 | 2 | 50.00% | 50.00% | -0.365148 | -1.221994 |
| April 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| April 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 326 | 326 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3286.28 | 11,838 | 0.28 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 8,278 | 0.91 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11,838 | 0.92 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1,581 | 0.47 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.46 | 1,581 | 0.54 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1,498 | 0.83 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,469 | 0.16 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1,498 | 0.99 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 448 | 0.32 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 6,866 | 0.33 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 225 | 0.10 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 490 | 0.51 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 225 | 1.28 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 490 | 1.15 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1,664 | 0.41 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 673 | 1.94 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1987.82 | 1,664 | 1.19 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 14.45 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 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 | | | | | | | |
| April 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 83 | 127 | 65.35% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 92 | 102 | 90.20% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 83 | 88 | 94.32% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 92 | 93 | 98.92% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 44:48 | 17 | 2:38 | | | | | | | |
| April 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 91 | 91 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 80 | 80 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 5 | 5 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 37 | 37 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| March 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 258 | 258 | 100.00% | | | | | | | |
| March 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 42,721 | 42,721 | 100.00% | | | | | | | |
| March 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 45 | 45 | 100.00% | | | | | | | |
| March 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 133 | 134 | 99.25% | 8.61% | 2,839 | 2,850 | 99.61% | 6.20% | 0.190578 | -0.884137 |
| March 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 45 | 45 | 99.64% | | | | | | | |
| March 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,169,654 | 2,139,229 | 1.01 | | | | | | | |
| March 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 636.90 | 3,011 | 0.21 | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,840 | 42,840 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,565 | 41,565 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,580 | 26,580 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| March 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 0 | 3 | 0.00% | 0.00% | | |
| March 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 77 | 135 | 57.04% | 49.50% | 0.166648 | -0.898685 |
| March 2019 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 5:22 | 1 | 5:22 | 0:00 | 8358:03 | 159 | 52:34 | 46:08 | -1.019845 | -1.620022 |
| March 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 25:59 | 2 | 13:00 | 15:10 | 17:50 | 3 | 5:57 | 0:22 | 1.522036 | -0.074668 |
| March 2019 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 33 | 190 | 17.37% | 37.88% | -0.457264 | -1.277997 |
| March 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 1 | 3 | 33.33% | 47.14% | -0.774597 | -1.470921 |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 25 | 0.00% | | 3 | 119 | 2.52% | 15.68% | -0.73096 | -1.444392 |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,562 | 0.00% | | 0 | 8,112 | 0.00% | | | |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 28 | 3.57% | 18.56% | 314 | 17,282 | 1.82% | 13.36% | 0.247454 | -0.849559 |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | | 0 | 279 | 0.00% | | | |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 79 | 2.53% | 15.71% | 3 | 130 | 2.31% | 15.01% | -0.321932 | -1.195721 |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 173 | 0.00% | | 461 | 29,897 | 1.54% | 12.32% | -1.641274 | -1.997824 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| March 2019 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/l MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 152 | 190 | 80.00% | 40.00% | -0.498689 | -1.303182 |
| March 2019 | 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% | | | | | | -3 |
| March 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| March 2019 | 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% | | | | | | | |
| March 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| March 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2019 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 9 | 1 | 9.00 | 0.00 | | | | | | |
| March 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 258 | 259 | 99.61% | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22895.30 | 94,570 | 0.26 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48707.63 | 60,595 | 0.82 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71602.93 | 94,570 | 0.76 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7229.55 | 15,612 | 0.47 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7872.03 | 15,612 | 0.50 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 714.20 | 9,197 | 0.09 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5936.43 | 12,820 | 0.46 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12593.59 | 15,327 | 0.83 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2347.49 | 12,062 | 0.20 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14941.08 | 15,327 | 0.97 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26815.00 | 31,880 | 0.91 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33301.00 | 31,880 | 1.04 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5674.50 | 5,822 | 0.98 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.68 | 3,825 | 0.09 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5989.18 | 5,822 | 1.03 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10175.15 | 24,948 | 0.42 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17148.88 | 45,656 | 0.39 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27324.03 | 24,948 | 1.10 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 194.00 | 1,815 | 0.12 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3590.73 | 6,993 | 0.53 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6102.48 | 6,993 | 0.87 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13,540 | 0.48 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 7816.54 | 13,540 | 0.58 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10829.18 | 6,524 | 1.68 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 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 | | | | | | | |
| March 2019 | 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 | | | | | | | |
| March 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 78 | 113 | 69.03% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 36 | 48 | 75.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 78 | 85 | 91.76% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 36 | 36 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 97:25 | 5 | 19:29 | | | | | | | |
| March 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 13:40 | 7 | 1:57 | | | | | | | |
| March 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 36 | 36 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 3 | 3 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 73 | 73 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 9 | 9 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| March 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 25 | 25 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5C-(b) | FOCs on Time for manual LSRs via Facsimile | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 6 | 6 | 100.00% | | | | | | | |
| February 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 204 | 204 | 100.00% | | | | | | | |
| February 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 42,405 | 42,484 | 99.81% | | | | | | | |
| February 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 46 | 46 | 100.00% | | | | | | | |
| February 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 132 | 132 | 100.00% | 0.00% | 3,398 | 3,455 | 98.35% | 12.74% | -1.460397 | -1.887859 |
| February 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 46 | 46 | 99.57% | | | | | | | |
| February 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,103,242 | 2,079,671 | 1.01 | | | | | | | |
| February 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 617.34 | 3,079 | 0.20 | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 38,880 | 38,880 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 37,860 | 37,860 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 24,720 | 24,720 | 100.00% | | | | | | | |
| February 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 26 | 0.00% | | 0 | 127 | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,562 | 0.00% | | 0 | 8,160 | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 167 | 17,419 | 0.96% | 9.74% | -0.520198 | -1.316258 |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 18 | 0.00% | | 0 | 280 | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 81 | 0.00% | | 0 | 138 | 0.00% | | | |
| February 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 177 | 0.00% | | 215 | 30,143 | 0.71% | 8.42% | -1.124335 | -1.683547 |
| February 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,112 | 0.00% | 0.00% | | | | | | -3 |
| February 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,469 | 0.00% | 0.00% | | | | | | -3 |
| February 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,112 | 0.00% | | | | | | | |
| February 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,469 | 0.00% | | | | | | | |
| February 2019 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 37 | 38 | 97.37% | 16.01% | -0.162278 | -1.098658 |
| February 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| February 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| February 2019 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 9 | 1 | 9.00 | 0.00 | 158 | 29 | 5.45 | 2.41 | 1.270238 | -0.22775 |
| February 2019 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| February 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| February 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 78 | 87 | 89.66% | 30.45% | -0.337748 | -1.205336 |
| February 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 76 | 81 | 93.83% | 24.07% | -0.436256 | -1.265225 |
| February 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 316 | 317 | 99.68% | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3286.28 | 11,838 | 0.28 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 8,278 | 0.91 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11,838 | 0.92 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1,581 | 0.47 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.46 | 1,581 | 0.54 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1,498 | 0.83 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,286 | 0.18 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1,498 | 0.99 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 448 | 0.32 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 6,866 | 0.33 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 225 | 0.10 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 490 | 0.51 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 225 | 1.28 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 490 | 1.15 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1,664 | 0.41 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 673 | 1.94 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1987.82 | 1,664 | 1.19 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 9,008,906 | 0.83 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 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 | | | | | | | |
| February 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 101 | 148 | 68.24% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 30 | 51 | 58.82% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 5 | 80.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 101 | 106 | 95.28% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 30 | 32 | 93.75% | | | | | | | |
| February 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 1:38 | 5 | 0:20 | | | | | | | |
| February 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 30 | 30 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 87 | 87 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 17 | 17 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 40 | 40 | 100.00% | | | | | | | |
| February 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| January 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 207 | 207 | 100.00% | | | | | | | |
| January 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 43,176 | 43,176 | 100.00% | | | | | | | |
| January 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 49 | 49 | 100.00% | | | | | | | |
| January 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 132 | 133 | 99.25% | 8.64% | 3,177 | 3,194 | 99.47% | 7.28% | -0.052919 | -1.032172 |
| January 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 49 | 49 | 100.00% | | | | | | | |
| January 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,800,389 | 2,767,906 | 1.01 | | | | | | | |
| January 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 776.03 | 3,753 | 0.21 | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| January 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| January 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 25 | 64 | 39.06% | 48.79% | 0.299487 | -0.817925 |
| January 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 75:48 | 3 | 25:16 | 16:58 | 15890:59 | 318 | 49:58 | 44:31 | -0.956826 | -1.581709 |
| January 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 36 | 353 | 10.20% | 30.26% | -0.581225 | -1.35336 |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 26 | 0.00% | | 0 | 129 | 0.00% | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,538 | 0.00% | | 0 | 8,016 | 0.00% | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 278 | 17,566 | 1.58% | 12.48% | -0.670476 | -1.40762 |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 18 | 0.00% | | 0 | 285 | 0.00% | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 83 | 0.00% | | 0 | 140 | 0.00% | | | |
| January 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 3 | 176 | 1.70% | 12.94% | 353 | 30,420 | 1.16% | 10.71% | 0.422382 | -0.74321 |
| January 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 2,112 | 0.06% | 0.16% | | | | | | -2.811818 |
| January 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,469 | 0.00% | 0.00% | | | | | | -3 |
| January 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 2,112 | 0.06% | | | | | | | |
| January 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,469 | 0.00% | | | | | | | |
| January 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| January 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| January 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 370 | 370 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22789.30 | 94,070 | 0.24 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48697.53 | 60,100 | 0.81 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71486.83 | 94,070 | 0.76 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7227.55 | 15,610 | 0.46 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7867.93 | 15,610 | 0.50 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 709.20 | 9,195 | 0.08 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5931.43 | 12,820 | 0.46 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12583.39 | 15,325 | 0.82 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2342.49 | 12,060 | 0.19 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14925.88 | 15,325 | 0.97 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26811.88 | 30,875 | 0.87 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33297.88 | 30,875 | 1.08 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5669.50 | 5,820 | 0.97 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.58 | 3,825 | 0.08 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5984.08 | 5,820 | 1.03 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10159.15 | 23,940 | 0.42 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17143.77 | 45,850 | 0.37 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27302.92 | 23,940 | 1.14 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 183.75 | 1,815 | 0.10 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3571.83 | 6,990 | 0.51 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6073.33 | 6,990 | 0.87 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13,540 | 0.48 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 7816.54 | 13,540 | 0.58 | | | | | | | |
| January 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 | | | | | | | |
| January 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 | | | | | | | |
| January 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 9.68 | | | | | | | |
| January 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 | | | | | | | |
| January 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 | | | | | | | |
| January 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 | | | | | | | |
| January 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 | | | | | | | |
| January 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 | | | | | | | |
| January 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 | | | | | | | |
| January 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 88 | 138 | 63.77% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 49 | 68 | 72.06% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 88 | 89 | 98.88% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 49 | 49 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 25:32 | 19 | 1:21 | | | | | | | |
| January 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 48 | 48 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 6 | 6 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 80 | 80 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 20 | 20 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 46 | 46 | 100.00% | | | | | | | |
| January 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 4 | 4 | 100.00% | | | | | | | |
| December 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 180 | 180 | 100.00% | | | | | | | |
| December 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 45,086 | 45,086 | 100.00% | | | | | | | |
| December 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 44 | 44 | 100.00% | | | | | | | |
| December 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 167 | 167 | 100.00% | 0.00% | 3,422 | 3,437 | 99.56% | 6.59% | -0.835528 | -1.507965 |
| December 2018 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 44 | 44 | 99.77% | | | | | | | |
| December 2018 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,266,389 | 2,238,793 | 1.01 | | | | | | | |
| December 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 674.81 | 3,208 | 0.21 | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| December 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| December 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| December 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 27 | 0.00% | | 1 | 132 | 0.76% | 8.67% | -0.413652 | -1.251482 |
| December 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,442 | 0.00% | | 0 | 8,016 | 0.00% | | | |
| December 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 212 | 17,727 | 1.20% | 10.87% | -0.5817 | -1.353649 |
| December 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 18 | 0.00% | | 0 | 287 | 0.00% | | | |
| December 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 85 | 0.00% | | 1 | 143 | 0.70% | 8.33% | -0.612725 | -1.372511 |
| December 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 180 | 0.00% | | 271 | 30,719 | 0.88% | 9.35% | -1.262039 | -1.767265 |
| December 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 2,088 | 0.05% | 0.13% | | | | | | -2.838621 |
| December 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| December 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 2,088 | 0.05% | | | | | | | |
| December 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| December 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 147 | 147 | 100.00% | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3286.28 | 11,838 | 0.28 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 8,278 | 0.91 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11,838 | 0.92 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1,581 | 0.47 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.46 | 1,581 | 0.54 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1,498 | 0.83 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,469 | 0.16 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1,498 | 0.99 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 448 | 0.32 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 6,866 | 0.33 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 225 | 0.10 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 490 | 0.51 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 225 | 1.28 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 490 | 1.15 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1,664 | 0.41 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 673 | 1.94 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1987.82 | 1,664 | 1.19 | | | | | | | |
| December 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| December 2018 | 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 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 19.45 | | | | | | | |
| December 2018 | 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 2018 | 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 2018 | 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 2018 | 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 2018 | 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 2018 | 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 | | | | | | | |
| December 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 81 | 109 | 74.31% | | | | | | | |
| December 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 43 | 63 | 68.25% | | | | | | | |
| December 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| December 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 81 | 84 | 96.43% | | | | | | | |
| December 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 43 | 43 | 100.00% | | | | | | | |
| December 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| December 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 20:05 | 14 | 1:26 | | | | | | | |
| December 2018 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 43 | 43 | 100.00% | | | | | | | |
| December 2018 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| December 2018 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 78 | 78 | 100.00% | | | | | | | |
| December 2018 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 16 | 16 | 100.00% | | | | | | | |
| December 2018 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 22 | 22 | 100.00% | | | | | | | |