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

## South Dakota
## March 2016 - March 2017

*Statistical parameters used to calculate whether PAP standards have been met or missed,*

*and any applicable PAP payments, are sometimes required to be different than those used to*

*calculate performance in this report. See the Reading Reports link on*

*CenturyLink's Wholesale Website for details.*

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| March 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 242 | 242 | 100.00% | | | | | | | |
| March 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 110,899 | 110,899 | 100.00% | | | | | | | |
| March 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 64 | 64 | 100.00% | | | | | | | |
| March 2017 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 293 | 293 | 100.00% | 0.00% | 5,419 | 5,438 | 99.65% | 5.90% | -0.987314 | -1.600244 |
| March 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 64 | 64 | 100.00% | | | | | | | |
| March 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,321,230 | 4,010,738 | 1.08 | | | | | | | |
| March 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1533.68 | 7,174 | 0.21 | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| March 2017 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| March 2017 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| March 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1:16 | 1 | 1:16 | 0:00 | 22:52 | 1 | 22:52 | 0:00 | | |
| March 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 9:43 | 1 | 9:43 | 0:00 | 13789:56 | 282 | 48:54 | 53:28 | -0.731456 | -1.444694 |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 30 | 0.00% | | 1 | 185 | 0.54% | 7.33% | -0.374557 | -1.227715 |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,818 | 0.00% | | 0 | 8,664 | 0.00% | | | |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 29 | 0.00% | | 225 | 22,034 | 1.02% | 10.05% | -0.546622 | -1.332322 |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 20 | 0.00% | | 0 | 130 | 0.00% | | | |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 84 | 1.19% | 10.85% | 1 | 222 | 0.45% | 6.70% | 0.064422 | -0.960834 |
| March 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 244 | 0.41% | 6.39% | 301 | 36,657 | 0.82% | 9.02% | -0.709557 | -1.43138 |
| March 2017 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,776 | 0.00% | 0.00% | | | | | | -3 |
| March 2017 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,301 | 0.00% | 0.00% | | | | | | -3 |
| March 2017 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,776 | 0.00% | | | | | | | |
| March 2017 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,301 | 0.00% | | | | | | | |
| March 2017 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 96 | 102 | 94.12% | 23.53% | -0.248783 | -1.15125 |
| March 2017 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 390 | 390 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6937.00 | 19,820 | 0.35 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15473.48 | 12,788 | 1.21 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22410.48 | 19,820 | 1.13 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3193.52 | 4,202 | 0.76 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3721.18 | 4,202 | 0.89 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 737.02 | 1,714 | 0.43 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1235.96 | 1,166 | 1.06 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1972.98 | 1,714 | 1.15 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3284.34 | 3,819 | 0.86 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8121.30 | 3,795 | 2.14 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11405.64 | 3,819 | 2.99 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8027.76 | 7,719 | 1.04 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6542.40 | 5,640 | 1.16 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14570.16 | 7,719 | 1.89 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2299.50 | 1,095 | 2.10 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 635.60 | 1,135 | 0.56 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2935.10 | 1,095 | 2.68 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3602.34 | 6,671 | 0.54 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7477.26 | 13,118 | 0.57 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11079.60 | 6,671 | 1.66 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 268.00 | 1,072 | 0.25 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 853.55 | 1,985 | 0.43 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1244.16 | 972 | 1.28 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2365.71 | 1,985 | 1.19 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2346.00 | 3,450 | 0.68 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 52038.72 | 2,736 | 19.02 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 54384.72 | 3,450 | 15.76 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8373.10 | 4,526 | 1.85 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7748.67 | 4,479 | 1.73 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67292.68 | 6,916 | 9.73 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26232.15 | 6,321 | 4.15 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 47050.96 | 3,368 | 13.97 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3882.75 | 775 | 5.01 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 14996.64 | 4,776 | 3.14 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3795.60 | 3,163 | 1.20 | | | | | | | |
| March 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5626.95 | 1,631 | 3.45 | | | | | | | |
| March 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 177 | 234 | 75.64% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 94 | 151 | 62.25% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 177 | 181 | 97.79% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 94 | 94 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 11:46 | 16 | 0:44 | | | | | | | |
| March 2017 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 119 | 119 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 159 | 159 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 28 | 28 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 51 | 51 | 100.00% | | | | | | | |
| March 2017 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| February 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 186 | 186 | 100.00% | | | | | | | |
| February 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 114,988 | 114,988 | 100.00% | | | | | | | |
| February 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 61 | 61 | 100.00% | | | | | | | |
| February 2017 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 340 | 341 | 99.71% | 5.41% | 4,959 | 5,002 | 99.14% | 9.23% | -1.096208 | -1.666447 |
| February 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 61 | 61 | 100.00% | | | | | | | |
| February 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,967,622 | 2,759,277 | 1.08 | | | | | | | |
| February 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1659.55 | 5,653 | 0.29 | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 38,880 | 38,880 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 37,860 | 37,860 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 24,720 | 24,720 | 100.00% | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| February 2017 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| February 2017 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| February 2017 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 34 | 77 | 44.16% | 49.66% | -0.161379 | -1.098111 |
| February 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 3:25 | 2 | 1:43 | 2:24 | 3:35 | 2 | 1:47 | 2:08 | -0.039065 | -1.02375 |
| February 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 1 | 3 | 33.33% | 47.14% | -0.774597 | -1.470921 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 30 | 6.67% | 24.94% | 2 | 187 | 1.07% | 10.29% | 1.322842 | -0.195769 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,770 | 0.00% | | 0 | 8,688 | 0.00% | | | |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 31 | 0.00% | | 240 | 22,159 | 1.08% | 10.35% | -0.5822 | -1.353953 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 20 | 0.00% | | 0 | 132 | 0.00% | | | |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 86 | 0.00% | | 3 | 225 | 1.33% | 11.47% | -0.916947 | -1.557464 |
| February 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 245 | 0.00% | | 321 | 36,365 | 0.88% | 9.35% | -1.47218 | -1.895022 |
| February 2017 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,776 | 0.00% | 0.00% | | | | | | -3 |
| February 2017 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,301 | 0.00% | 0.00% | | | | | | -3 |
| February 2017 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,776 | 0.00% | | | | | | | |
| February 2017 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,301 | 0.00% | | | | | | | |
| February 2017 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 38 | 38 | 100.00% | 0.00% | | |
| February 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 174 | 178 | 97.75% | 14.82% | -0.151195 | -1.09192 |
| February 2017 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 222 | 222 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6314.55 | 19,135 | 0.33 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15756.30 | 12,810 | 1.23 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22070.85 | 19,135 | 1.15 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3210.00 | 4,280 | 0.75 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3713.36 | 4,280 | 0.87 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 738.74 | 1,718 | 0.43 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1262.52 | 1,169 | 1.08 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2001.26 | 1,718 | 1.16 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3414.93 | 3,837 | 0.89 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8081.22 | 3,794 | 2.13 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11496.15 | 3,837 | 3.00 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8540.74 | 7,982 | 1.07 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 15026.74 | 7,982 | 1.88 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2319.76 | 1,084 | 2.14 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 678.30 | 1,190 | 0.57 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2998.06 | 1,084 | 2.77 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3399.30 | 6,295 | 0.54 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7588.00 | 13,550 | 0.56 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 10987.30 | 6,295 | 1.75 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 259.92 | 1,083 | 0.24 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 828.66 | 1,973 | 0.42 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1264.90 | 973 | 1.30 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2353.48 | 1,973 | 1.19 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2519.28 | 3,499 | 0.72 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 53639.15 | 2,801 | 19.15 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 56158.43 | 3,499 | 16.05 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8389.75 | 4,535 | 1.85 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7748.67 | 4,479 | 1.73 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 68191.76 | 6,916 | 9.86 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26127.54 | 6,311 | 4.14 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 46713.96 | 3,468 | 13.47 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 14994.00 | 4,760 | 3.15 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3992.58 | 3,246 | 1.23 | | | | | | | |
| February 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5612.12 | 1,622 | 3.46 | | | | | | | |
| February 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 208 | 273 | 76.19% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 106 | 178 | 59.55% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 5 | 80.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 208 | 209 | 99.52% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 106 | 106 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 17:54 | 16 | 1:07 | | | | | | | |
| February 2017 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 117 | 117 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 185 | 185 | 100.00% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 36 | 37 | 97.30% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 46 | 47 | 97.87% | | | | | | | |
| February 2017 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| January 2017 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 205 | 206 | 99.51% | | | | | | | |
| January 2017 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 116,605 | 116,605 | 100.00% | | | | | | | |
| January 2017 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 806 | 806 | 100.00% | | | | | | | |
| January 2017 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 221 | 222 | 99.55% | 6.70% | 5,001 | 5,029 | 99.44% | 7.44% | -0.208347 | -1.126666 |
| January 2017 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 646 | 646 | 100.00% | | | | | | | |
| January 2017 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,689,617 | 2,512,227 | 1.07 | | | | | | | |
| January 2017 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1507.70 | 5,533 | 0.27 | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,900 | 42,900 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,820 | 41,820 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 22,320 | 22,320 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| January 2017 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| January 2017 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 4 | 5 | 80.00% | 40.00% | -0.456435 | -1.277493 |
| January 2017 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 31 | 71 | 43.66% | 49.60% | -0.17496 | -1.106368 |
| January 2017 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 215:37 | 1 | 215:37 | 0:00 | 14291:41 | 137 | 104:19 | 213:36 | 1.664563 | 0.011982 |
| January 2017 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3:04 | 1 | 3:04 | 0:00 | 36:30 | 3 | 12:10 | 15:53 | -0.49643 | -1.301808 |
| January 2017 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 12 | 145 | 8.28% | 27.55% | -0.299345 | -1.181989 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| January 2017 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 5 | 0.00% | 0.00% | | |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 30 | 0.00% | | 4 | 193 | 2.07% | 14.25% | -0.741286 | -1.45067 |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,506 | 0.00% | | 0 | 8,688 | 0.00% | | | |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 35 | 2.86% | 16.66% | 275 | 22,314 | 1.23% | 11.03% | 0.377496 | -0.770499 |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 26 | 0.00% | | 0 | 134 | 0.00% | | | |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 93 | 1.08% | 10.31% | 5 | 233 | 2.15% | 14.49% | -0.60237 | -1.366215 |
| January 2017 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 251 | 0.00% | | 351 | 36,461 | 0.96% | 9.76% | -1.556636 | -1.946367 |
| January 2017 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 117 | 145 | 80.69% | 39.47% | 0.846524 | -0.48535 |
| January 2017 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,728 | 0.03% | 0.08% | | | | | | -2.916667 |
| January 2017 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,301 | 0.00% | 0.00% | | | | | | -3 |
| January 2017 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,728 | 0.03% | | | | | | | |
| January 2017 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,301 | 0.00% | | | | | | | |
| January 2017 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 94 | 104 | 90.38% | 29.48% | -0.456893 | -1.277771 |
| January 2017 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 25 | 2 | 12.50 | 7.78 | 871 | 92 | 9.47 | 7.98 | 0.621912 | -0.621905 |
| January 2017 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 180 | 186 | 96.77% | 17.67% | -0.256822 | -1.156137 |
| January 2017 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 113 | 113 | 100.00% | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6846.35 | 19,561 | 0.35 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15751.78 | 13,018 | 1.21 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22598.13 | 19,561 | 1.16 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3146.25 | 4,195 | 0.75 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3727.65 | 4,195 | 0.89 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 720.30 | 1,715 | 0.42 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1241.15 | 1,205 | 1.03 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1961.45 | 1,715 | 1.14 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3223.08 | 3,837 | 0.84 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8107.65 | 3,771 | 2.15 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11330.73 | 3,837 | 2.95 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8216.53 | 7,679 | 1.07 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14702.53 | 7,679 | 1.91 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2265.90 | 1,079 | 2.10 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 655.05 | 1,191 | 0.55 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2920.95 | 1,079 | 2.71 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3686.58 | 6,827 | 0.54 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7878.00 | 13,130 | 0.60 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11564.58 | 6,827 | 1.69 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 264.75 | 1,059 | 0.25 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 817.54 | 1,994 | 0.41 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1237.11 | 959 | 1.29 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2319.40 | 1,994 | 1.16 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2293.41 | 3,423 | 0.67 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 51346.01 | 2,701 | 19.01 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 53639.42 | 3,423 | 15.67 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8412.78 | 4,523 | 1.86 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7614.30 | 4,479 | 1.70 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67178.52 | 6,876 | 9.77 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26253.76 | 6,311 | 4.16 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 47120.81 | 3,373 | 13.97 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3863.25 | 765 | 5.05 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15057.00 | 4,780 | 3.15 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3895.20 | 3,246 | 1.20 | | | | | | | |
| January 2017 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5612.12 | 1,622 | 3.46 | | | | | | | |
| January 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 180 | 246 | 73.17% | | | | | | | |
| January 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 104 | 152 | 68.42% | | | | | | | |
| January 2017 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 15 | 16 | 93.75% | | | | | | | |
| January 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 180 | 181 | 99.45% | | | | | | | |
| January 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 104 | 104 | 100.00% | | | | | | | |
| January 2017 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 15 | 15 | 100.00% | | | | | | | |
| January 2017 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 40:46 | 32 | 1:16 | | | | | | | |
| January 2017 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 117 | 117 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| January 2017 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 15 | 15 | 100.00% | | | | | | | |
| January 2017 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 169 | 169 | 100.00% | | | | | | | |
| January 2017 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 30 | 30 | 100.00% | | | | | | | |
| January 2017 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| January 2017 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 55 | 55 | 100.00% | | | | | | | |
| December 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 220 | 220 | 100.00% | | | | | | | |
| December 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 69,369 | 69,369 | 100.00% | | | | | | | |
| December 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 622 | 622 | 100.00% | | | | | | | |
| December 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 276 | 276 | 100.00% | 0.00% | 5,230 | 5,250 | 99.62% | 6.16% | -1.001366 | -1.608787 |
| December 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 622 | 622 | 100.00% | | | | | | | |
| December 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,466,468 | 3,229,169 | 1.07 | | | | | | | |
| December 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1129.54 | 4,681 | 0.24 | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,140 | 43,140 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,925 | 41,925 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,500 | 22,500 | 100.00% | | | | | | | |
| December 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| December 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 22 | 57 | 38.60% | 48.68% | -1.250392 | -1.760184 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 31 | 0.00% | | 4 | 198 | 2.02% | 14.07% | -0.743404 | -1.451957 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,506 | 0.00% | | 0 | 8,664 | 0.00% | | | |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 34 | 0.00% | | 305 | 22,482 | 1.36% | 11.57% | -0.683297 | -1.415415 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 27 | 0.00% | | 0 | 132 | 0.00% | | | |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 94 | 0.00% | | 4 | 238 | 1.68% | 12.85% | -1.073261 | -1.652496 |
| December 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 255 | 0.00% | | 372 | 36,738 | 1.01% | 10.01% | -1.609503 | -1.978508 |
| December 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,656 | 0.00% | 0.01% | | | | | | -2.993913 |
| December 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,409 | 0.00% | 0.00% | | | | | | |
| December 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 1,728 | 0.06% | | | | | | | -3 |
| December 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,409 | 0.00% | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 46 | 48 | 95.83% | 19.98% | 1.544575 | -0.060965 |
| December 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| December 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 5 | 1 | 5.00 | | | | | | | |
| December 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 192 | 201 | 95.52% | 20.68% | -0.21597 | -1.1313 |
| December 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| December 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 657 | 658 | 99.85% | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6544.66 | 19,249 | 0.34 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15825.84 | 12,972 | 1.22 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22370.50 | 19,249 | 1.16 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3308.54 | 4,471 | 0.74 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3797.28 | 4,471 | 0.85 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 701.22 | 1,798 | 0.39 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1356.48 | 1,256 | 1.08 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2057.70 | 1,798 | 1.14 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3295.45 | 3,877 | 0.85 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8364.16 | 3,734 | 2.24 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11659.61 | 3,877 | 3.01 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8078.70 | 7,694 | 1.05 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14564.70 | 7,694 | 1.89 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2371.81 | 1,093 | 2.17 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 697.16 | 1,202 | 0.58 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 3068.97 | 1,093 | 2.81 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3315.00 | 6,500 | 0.51 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7924.84 | 12,782 | 0.62 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11239.84 | 6,500 | 1.73 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 246.33 | 1,071 | 0.23 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 773.96 | 1,759 | 0.44 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1097.46 | 871 | 1.26 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2117.75 | 1,759 | 1.20 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2467.25 | 3,475 | 0.71 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 48167.14 | 2,558 | 18.83 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 50634.39 | 3,475 | 14.57 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8412.78 | 4,523 | 1.86 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7300.77 | 4,479 | 1.63 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66721.92 | 6,726 | 9.92 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26569.31 | 6,311 | 4.21 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 46040.56 | 3,368 | 13.67 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15372.00 | 4,880 | 3.15 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3680.60 | 3,346 | 1.10 | | | | | | | |
| December 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5266.12 | 1,522 | 3.46 | | | | | | | |
| December 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 109 | 172 | 63.37% | | | | | | | |
| December 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 73 | 138 | 52.90% | | | | | | | |
| December 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 109 | 115 | 94.78% | | | | | | | |
| December 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 73 | 74 | 98.65% | | | | | | | |
| December 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 32:08 | 2 | 16:04 | | | | | | | |
| December 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 15:37 | 19 | 0:49 | | | | | | | |
| December 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 72 | 72 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 101 | 101 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 19 | 19 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 58 | 58 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-5C-(b) | FOCs on Time for manual LSRs via Facsimile | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 3 | 3 | 100.00% | | | | | | | |
| December 2016 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 20 | 0.00% | 0.00% | | |
| November 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 191 | 191 | 100.00% | | | | | | | |
| November 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 76,074 | 76,074 | 100.00% | | | | | | | |
| November 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 588 | 588 | 100.00% | | | | | | | |
| November 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 333 | 333 | 100.00% | 0.00% | 5,570 | 5,663 | 98.36% | 12.71% | -2.291545 | -2.393161 |
| November 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 588 | 588 | 100.00% | | | | | | | |
| November 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,224,472 | 2,968,433 | 1.09 | | | | | | | |
| November 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1173.45 | 5,226 | 0.22 | | | | | | | |
| November 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| November 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| November 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| November 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| November 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| November 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| November 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| November 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| November 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 23 | 57 | 40.35% | 49.06% | -0.273392 | -1.166211 |
| November 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 38:59 | 1 | 38:59 | 0:00 | | | | | | |
| November 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| November 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 31 | 0.00% | | 2 | 203 | 0.99% | 9.88% | -0.517295 | -1.314493 |
| November 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,506 | 0.01% | 1.03% | 0 | 8,664 | 0.00% | | | |
| November 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 43 | 0.00% | | 234 | 22,635 | 1.03% | 10.11% | -0.669571 | -1.40707 |
| November 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 28 | 0.00% | | 0 | 132 | 0.00% | | | |
| November 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 94 | 0.00% | | 2 | 243 | 0.82% | 9.03% | -0.749995 | -1.455965 |
| November 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 256 | 0.00% | | 296 | 37,040 | 0.80% | 8.90% | -1.431123 | -1.870061 |
| November 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 1,728 | 0.06% | 0.27% | | | | | | -2.813333 |
| November 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,409 | 0.00% | 0.00% | | | | | | -3 |
| November 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 1,728 | 0.06% | | | | | | | |
| November 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,409 | 0.00% | | | | | | | |
| November 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 95 | 105 | 90.48% | 29.35% | -0.322909 | -1.196315 |
| November 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 46 | 47 | 97.87% | 14.43% | -0.204215 | -1.124154 |
| November 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 44 | 45 | 97.78% | 14.74% | -0.149108 | -1.090651 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| November 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 9 | 1 | 9.00 | 0.00 | 727 | 85 | 8.55 | 6.77 | 0.135774 | -0.917455 |
| November 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 180 | 197 | 91.37% | 28.08% | -0.60849 | -1.369936 |
| November 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 310 | 310 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6417.18 | 19,446 | 0.33 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15693.60 | 13,078 | 1.20 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22110.78 | 19,446 | 1.14 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3072.24 | 4,267 | 0.72 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3564.94 | 4,267 | 0.84 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 704.38 | 1,718 | 0.41 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1314.60 | 1,252 | 1.05 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2018.98 | 1,718 | 1.18 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3083.67 | 3,807 | 0.81 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 7957.00 | 3,650 | 2.18 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11040.67 | 3,807 | 2.90 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8012.59 | 7,351 | 1.09 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6542.40 | 5,640 | 1.16 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14554.99 | 7,351 | 1.98 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2284.37 | 1,093 | 2.09 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 603.72 | 1,161 | 0.52 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2888.09 | 1,093 | 2.64 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3804.08 | 6,793 | 0.56 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7014.70 | 12,754 | 0.55 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 10818.78 | 6,793 | 1.59 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 268.75 | 1,075 | 0.25 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 731.05 | 1,860 | 0.39 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1263.39 | 980 | 1.29 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2263.19 | 1,860 | 1.22 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2306.04 | 3,494 | 0.66 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 53203.83 | 2,787 | 19.09 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 55509.87 | 3,494 | 15.89 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8593.70 | 4,523 | 1.90 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7830.09 | 4,579 | 1.71 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67806.72 | 6,976 | 9.72 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26168.94 | 6,321 | 4.14 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 47050.96 | 3,368 | 13.97 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4011.35 | 785 | 5.11 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15917.40 | 4,780 | 3.33 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3775.20 | 3,146 | 1.20 | | | | | | | |
| November 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5612.12 | 1,622 | 3.46 | | | | | | | |
| November 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 145 | 222 | 65.32% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 94 | 170 | 55.29% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 6 | 7 | 85.71% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 145 | 148 | 97.97% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 94 | 94 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 6 | 6 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 16:41 | 18 | 0:56 | | | | | | | |
| November 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 92 | 92 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 6 | 6 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 134 | 134 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 19 | 19 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 67 | 67 | 100.00% | | | | | | | |
| November 2016 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 207 | 209 | 99.04% | | | | | | | |
| October 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 85,148 | 85,148 | 100.00% | | | | | | | |
| October 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 546 | 546 | 100.00% | | | | | | | |
| October 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 305 | 307 | 99.35% | 8.05% | 5,786 | 5,810 | 99.59% | 6.41% | 0.311121 | -0.810852 |
| October 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 546 | 546 | 100.00% | | | | | | | |
| October 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,218,985 | 3,054,395 | 1.05 | | | | | | | |
| October 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 2462.60 | 7,309 | 0.34 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| October 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,840 | 42,840 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,565 | 41,565 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,600 | 21,600 | 100.00% | | | | | | | |
| October 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| October 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 8 | 9 | 88.89% | 31.43% | 0.841621 | -0.488331 |
| October 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 38 | 89 | 42.70% | 49.46% | -1.620252 | -1.985043 |
| October 2016 | Maintenance and Repair | MR-6C | Mean Time to Restore no dispatch | Residence | Parity | N/A | 2:45 | 1 | 2:45 | 0:00 | 230:20 | 12 | 19:12 | 20:19 | -0.77779 | -1.472863 |
| October 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 5:40 | 1 | 5:40 | 0:00 | 12:28 | 3 | 4:09 | 3:05 | 0.017547 | -0.989332 |
| October 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 3:38 | 1 | 3:38 | 0:00 | 35907:42 | 492 | 72:59 | 279:17 | -0.248067 | -1.150814 |
| October 2016 | Maintenance and Repair | MR-7C | Repair Repeat Report Rate-no dispatch | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 17 | 5.88% | 23.53% | -0.242956 | -1.147707 |
| October 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 9 | 11.11% | 31.43% | -0.33541 | -1.203915 |
| October 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 56 | 513 | 10.92% | 31.18% | -0.349714 | -1.212611 |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 32 | 0.00% | | 9 | 207 | 4.35% | 20.39% | -1.122406 | -1.682374 |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,650 | 0.00% | | 1 | 8,736 | 0.01% | 1.07% | -0.724511 | -1.440471 |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 44 | 2.27% | 14.90% | 418 | 22,855 | 1.83% | 13.40% | -0.142406 | -1.086576 |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 29 | 0.00% | | 0 | 132 | 0.00% | | | |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 100 | 1.00% | 9.95% | 9 | 248 | 3.63% | 18.70% | -1.186762 | -1.7215 |
| October 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 257 | 0.39% | 6.23% | 513 | 37,387 | 1.37% | 11.63% | -1.350042 | -1.820768 |
| October 2016 | Maintenance and Repair | MR-9C | Repair Appointments Met-No Dispatch | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 14 | 17 | 82.35% | 38.12% | -0.449868 | -1.2735 |
| October 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 2 | 1,728 | 0.12% | 0.62% | | | | | | -2.643333 |
| October 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.00% | 0.00% | | | | | | |
| October 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 2 | 1,728 | 0.12% | | | | | | | -3 |
| October 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.00% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 104 | 111 | 93.69% | 24.31% | -0.258276 | -1.157021 |
| October 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 39 | 39 | 100.00% | 0.00% | | |
| October 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 44 | 44 | 100.00% | 0.00% | | |
| October 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | 0.841621 | -0.488331 |
| October 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 0 | 2 | 0.00% | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 17 | 1 | 17.00 | 0.00 | 893 | 97 | 9.21 | 6.16 | 0.816875 | -0.503375 |
| October 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 52 | 2 | 26.00 | | | | | | | |
| October 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | 0.00% | | |
| October 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 188 | 194 | 96.91% | 17.31% | -0.394417 | -1.239789 |
| October 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 178 | 183 | 97.27% | 16.30% | -0.235738 | -1.143319 |
| October 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 197 | 197 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6537.96 | 19,812 | 0.33 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15899.28 | 12,822 | 1.24 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22437.24 | 19,812 | 1.13 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3104.69 | 4,253 | 0.73 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3614.84 | 4,253 | 0.85 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 701.92 | 1,712 | 0.41 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1387.80 | 1,285 | 1.08 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2089.72 | 1,712 | 1.22 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3022.92 | 3,732 | 0.81 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8212.32 | 3,802 | 2.16 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11235.24 | 3,732 | 3.01 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8516.17 | 7,813 | 1.09 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 15002.17 | 7,813 | 1.92 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2258.88 | 1,086 | 2.08 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 618.51 | 1,167 | 0.53 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2877.39 | 1,086 | 2.65 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3769.36 | 6,731 | 0.56 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 6994.08 | 12,952 | 0.54 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 10763.44 | 6,731 | 1.60 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 250.47 | 1,089 | 0.23 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 730.36 | 1,922 | 0.38 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1285.70 | 989 | 1.30 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2266.53 | 1,922 | 1.18 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2251.84 | 3,632 | 0.62 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 53180.40 | 2,730 | 19.48 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 55432.24 | 3,632 | 15.26 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8412.78 | 4,523 | 1.86 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7801.30 | 4,589 | 1.70 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66903.48 | 6,876 | 9.73 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26127.54 | 6,311 | 4.14 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 48447.96 | 3,468 | 13.97 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4037.60 | 784 | 5.15 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 16703.10 | 4,986 | 3.35 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3895.20 | 3,246 | 1.20 | | | | | | | |
| October 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5612.12 | 1,622 | 3.46 | | | | | | | |
| October 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 136 | 181 | 75.14% | | | | | | | |
| October 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 141 | 207 | 68.12% | | | | | | | |
| October 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 6 | 83.33% | | | | | | | |
| October 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 136 | 138 | 98.55% | | | | | | | |
| October 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 141 | 141 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 20:20 | 1 | 20:20 | | | | | | | |
| October 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 21:00 | 18 | 1:10 | | | | | | | |
| October 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 139 | 139 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 6 | 6 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 129 | 129 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 19 | 19 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 43 | 43 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5C-(b) | FOCs on Time for manual LSRs via Facsimile | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| October 2016 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 0 | 6 | 0.00% | 0.00% | | |
| September 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 226 | 226 | 100.00% | | | | | | | |
| September 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 91,128 | 91,866 | 99.20% | | | | | | | |
| September 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 572 | 572 | 100.00% | | | | | | | |
| September 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 340 | 340 | 100.00% | 0.00% | 5,973 | 5,998 | 99.58% | 6.44% | -1.160487 | -1.705526 |
| September 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 572 | 572 | 100.00% | | | | | | | |
| September 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,604,684 | 3,454,854 | 1.04 | | | | | | | |
| September 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1039.14 | 5,088 | 0.20 | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| September 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| September 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 4 | 5 | 80.00% | 40.00% | -0.456435 | -1.277493 |
| September 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 34 | 96 | 35.42% | 47.83% | -0.383929 | -1.233412 |
| September 2016 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 64:00 | 1 | 64:00 | 0:00 | 18168:01 | 207 | 87:46 | 71:27 | -0.331834 | -1.201741 |
| September 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1:26 | 1 | 1:26 | 0:00 | 14:38 | 5 | 2:56 | 2:31 | -0.542692 | -1.329934 |
| September 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 29:35 | 3 | 9:52 | 8:15 | 44928:44 | 477 | 94:11 | 265:29 | -0.548443 | -1.33343 |
| September 2016 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/I MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 32 | 219 | 14.61% | 35.32% | -0.412729 | -1.250921 |
| September 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 5 | 20.00% | 40.00% | -0.456435 | -1.277493 |
| September 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 83 | 508 | 16.34% | 36.97% | -0.763179 | -1.46398 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 33 | 0.00% | | 5 | 207 | 2.42% | 15.35% | -0.839355 | -1.510292 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,650 | 0.00% | | 0 | 9,072 | 0.00% | | | |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 56 | 1.79% | 13.24% | 405 | 23,111 | 1.75% | 13.12% | -0.328942 | -1.199983 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 29 | 0.00% | | 2 | 131 | 1.53% | 12.26% | -0.606729 | -1.368865 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 106 | 0.94% | 9.67% | 5 | 248 | 2.02% | 14.06% | -0.657707 | -1.399857 |
| September 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 3 | 258 | 1.16% | 10.72% | 508 | 37,766 | 1.35% | 11.52% | -0.253373 | -1.15404 |
| September 2016 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 167 | 219 | 76.26% | 42.55% | -0.556742 | -1.338475 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| September 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,728 | 0.00% | 0.00% | | | | | | -2.996667 |
| September 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.00% | 0.00% | | | | | | -3 |
| September 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,728 | 0.00% | | | | | | | |
| September 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.00% | | | | | | | |
| September 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | LIS Trunk | Parity | N/A | 3 | 1 | 3.00 | 0.00 | | | | | | |
| September 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 32 | 2 | 16.00 | 0.00 | 4,624 | 27 | 171.26 | 287.30 | -0.737425 | -1.448323 |
| September 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| September 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 12 | 27 | 44.44% | 49.69% | 3.719016 | 1.261001 |
| September 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 94 | 101 | 93.07% | 25.40% | -0.53528 | -1.325427 |
| September 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 43 | 45 | 95.56% | 20.61% | -0.213308 | -1.129682 |
| September 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 34 | 2 | 17.00 | 1.41 | 721 | 91 | 7.92 | 5.51 | 2.120072 | 0.288912 |
| September 2016 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 20 | 1 | 20.00 | 0.00 | 181 | 40 | 4.53 | 3.64 | 1.995393 | 0.213113 |
| September 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 184 | 199 | 92.46% | 26.40% | -0.63057 | -1.383359 |
| September 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 144 | 144 | 100.00% | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6662.98 | 19,597 | 0.34 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15762.67 | 13,027 | 1.21 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22425.65 | 19,597 | 1.14 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3261.00 | 4,348 | 0.75 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3769.95 | 4,348 | 0.87 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 780.45 | 1,815 | 0.43 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1345.68 | 1,246 | 1.08 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2126.13 | 1,815 | 1.17 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3350.85 | 3,765 | 0.89 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 7659.08 | 3,718 | 2.06 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11009.93 | 3,765 | 2.92 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8026.79 | 7,793 | 1.03 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6894.81 | 5,893 | 1.17 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14921.60 | 7,793 | 1.91 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2329.02 | 1,026 | 2.27 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 628.02 | 1,163 | 0.54 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2957.04 | 1,026 | 2.88 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3481.40 | 6,695 | 0.52 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7741.98 | 13,122 | 0.59 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11223.38 | 6,695 | 1.68 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 224.07 | 1,067 | 0.21 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 778.59 | 1,899 | 0.41 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1138.32 | 918 | 1.24 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2140.98 | 1,899 | 1.13 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2578.01 | 3,631 | 0.71 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 53737.32 | 2,812 | 19.11 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 56315.33 | 3,631 | 15.51 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8597.50 | 4,525 | 1.90 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7777.38 | 4,602 | 1.69 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67038.84 | 6,897 | 9.72 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26711.25 | 6,375 | 4.19 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 47873.10 | 3,586 | 13.35 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3959.20 | 784 | 5.05 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15150.72 | 4,856 | 3.12 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3940.97 | 3,257 | 1.21 | | | | | | | |
| September 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5619.04 | 1,624 | 3.46 | | | | | | | |
| September 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 160 | 211 | 75.83% | | | | | | | |
| September 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 159 | 186 | 85.48% | | | | | | | |
| September 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 12 | 12 | 100.00% | | | | | | | |
| September 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 160 | 162 | 98.77% | | | | | | | |
| September 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 159 | 159 | 100.00% | | | | | | | |
| September 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 12 | 12 | 100.00% | | | | | | | |
| September 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 62:15 | 19 | 3:17 | | | | | | | |
| September 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 125 | 125 | 100.00% | | | | | | | |
| September 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 12 | 12 | 100.00% | | | | | | | |
| September 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 152 | 152 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| September 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 11 | 11 | 100.00% | | | | | | | |
| September 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| September 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 49 | 49 | 100.00% | | | | | | | |
| August 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 226 | 228 | 99.12% | | | | | | | |
| August 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 98,420 | 98,420 | 100.00% | | | | | | | |
| August 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 595 | 595 | 100.00% | | | | | | | |
| August 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 476 | 477 | 99.79% | 4.57% | 5,855 | 5,897 | 99.29% | 8.41% | -1.255508 | -1.763295 |
| August 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 595 | 595 | 100.00% | | | | | | | |
| August 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,278,833 | 3,123,237 | 1.05 | | | | | | | |
| August 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1220.53 | 5,999 | 0.20 | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,860 | 22,860 | 100.00% | | | | | | | |
| August 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| August 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 3 | 4 | 75.00% | 43.30% | 1 | 2 | 50.00% | 50.00% | -0.57735 | -1.351004 |
| August 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 47 | 100 | 47.00% | 49.91% | -0.12919 | -1.078542 |
| August 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 55:47 | 4 | 13:57 | 24:04 | 9:56 | 2 | 4:58 | 2:13 | 0.442676 | -0.730872 |
| August 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 4 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| August 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 34 | 0.00% | | 4 | 206 | 1.94% | 13.80% | -0.760189 | -1.462162 |
| August 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 4 | 9,650 | 0.04% | 2.04% | 2 | 8,976 | 0.02% | 1.49% | 0.875836 | -0.46753 |
| August 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 60 | 0.00% | | 430 | 23,359 | 1.84% | 13.44% | -1.059401 | -1.64407 |
| August 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 29 | 0.00% | | 1 | 130 | 0.77% | 8.74% | -0.428723 | -1.260645 |
| August 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 113 | 0.00% | | 4 | 248 | 1.61% | 12.60% | -1.128097 | -1.685834 |
| August 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 258 | 0.00% | | 544 | 38,147 | 1.43% | 11.86% | -1.925459 | -2.170596 |
| August 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,728 | 0.00% | 0.01% | | | | | | -2.993333 |
| August 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 2 | 2,385 | 0.07% | 0.22% | | | | | | -2.794415 |
| August 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,728 | 0.00% | | | | | | | |
| August 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 3 | 2,433 | 0.14% | | | | | | | |
| August 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 10 | 11 | 90.91% | 28.75% | 129 | 142 | 90.85% | 28.84% | -0.007093 | -1.004312 |
| August 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 66 | 68 | 97.06% | 16.90% | -0.242641 | -1.147515 |
| August 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 52 | 52 | 100.00% | 0.00% | | |
| August 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 98 | 8 | 12.25 | 1.67 | 1,072 | 121 | 8.86 | 5.54 | 1.589268 | -0.033794 |
| August 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 16 | 17 | 94.12% | 23.53% | 249 | 263 | 94.68% | 22.45% | -0.302573 | -1.183951 |
| August 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 290 | 290 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6614.36 | 19,454 | 0.34 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15586.80 | 12,989 | 1.20 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22201.16 | 19,454 | 1.14 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3232.46 | 4,198 | 0.77 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3698.18 | 4,198 | 0.88 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 747.18 | 1,779 | 0.42 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1251.60 | 1,192 | 1.05 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1998.78 | 1,779 | 1.12 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3310.75 | 3,895 | 0.85 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8013.78 | 3,798 | 2.11 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11324.53 | 3,895 | 2.91 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8153.25 | 7,765 | 1.05 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6722.20 | 5,795 | 1.16 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14875.45 | 7,765 | 1.92 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2308.68 | 1,089 | 2.12 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 669.20 | 1,195 | 0.56 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2977.88 | 1,089 | 2.73 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3713.60 | 6,752 | 0.55 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7574.22 | 13,059 | 0.58 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11287.82 | 6,752 | 1.67 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 263.76 | 1,099 | 0.24 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 812.21 | 1,981 | 0.41 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1265.92 | 989 | 1.28 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2341.89 | 1,981 | 1.18 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2571.06 | 3,522 | 0.73 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 52558.95 | 2,759 | 19.05 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 55130.01 | 3,522 | 15.65 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8418.64 | 4,478 | 1.88 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7903.40 | 4,595 | 1.72 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 68191.55 | 6,923 | 9.85 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26466.99 | 6,347 | 4.17 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 47039.63 | 3,487 | 13.49 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3937.00 | 775 | 5.08 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15141.08 | 4,822 | 3.14 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3775.20 | 3,146 | 1.20 | | | | | | | |
| August 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5605.20 | 1,620 | 3.46 | | | | | | | |
| August 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 136 | 176 | 77.27% | | | | | | | |
| August 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 206 | 239 | 86.19% | | | | | | | |
| August 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 21 | 21 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 136 | 137 | 99.27% | | | | | | | |
| August 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 206 | 207 | 99.52% | | | | | | | |
| August 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 21 | 21 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 36:31 | 6 | 6:05 | | | | | | | |
| August 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 17:18 | 18 | 0:58 | | | | | | | |
| August 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 164 | 164 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 21 | 21 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 131 | 131 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 16 | 16 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 36 | 36 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5C-(b) | FOCs on Time for manual LSRs via Facsimile | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| August 2016 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 22 | 0.00% | 0.00% | | |
| July 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 203 | 205 | 99.02% | | | | | | | |
| July 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 106,697 | 107,164 | 99.56% | | | | | | | |
| July 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 576 | 576 | 100.00% | | | | | | | |
| July 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 427 | 427 | 100.00% | 0.00% | 5,564 | 5,585 | 99.62% | 6.12% | -1.223579 | -1.743883 |
| July 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 576 | 576 | 100.00% | | | | | | | |
| July 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,148,839 | 2,993,806 | 1.05 | | | | | | | |
| July 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1046.24 | 5,320 | 0.20 | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,840 | 42,840 | 100.00% | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,565 | 41,565 | 100.00% | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,600 | 21,600 | 100.00% | | | | | | | |
| July 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| July 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 3 | 4 | 75.00% | 43.30% | -0.516398 | -1.313948 |
| July 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 34 | 85 | 40.00% | 48.99% | -0.265405 | -1.161355 |
| July 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1:53 | 1 | 1:53 | 0:00 | 10:09 | 4 | 2:32 | 1:52 | -0.314728 | -1.191341 |
| July 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 10:12 | 2 | 5:06 | 2:20 | 33451:40 | 423 | 79:05 | 81:15 | -1.284775 | -1.781088 |
| July 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 4 | 25.00% | 43.30% | -0.516398 | -1.313948 |
| July 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 71 | 456 | 15.57% | 36.26% | -0.605987 | -1.368414 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 36 | 0.00% | | 4 | 206 | 1.94% | 13.80% | -0.778989 | -1.473592 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,650 | 0.00% | | 0 | 9,360 | 0.00% | | | |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 57 | 0.00% | | 363 | 23,557 | 1.54% | 12.32% | -0.943361 | -1.573523 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 29 | 0.00% | | 0 | 130 | 0.00% | | | |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 117 | 0.85% | 9.21% | 4 | 248 | 1.61% | 12.60% | -0.536641 | -1.326255 |
| July 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 271 | 0.74% | 8.56% | 456 | 38,334 | 1.19% | 10.84% | -0.683214 | -1.415364 |
| July 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,728 | 0.00% | 0.01% | | | | | | -2.993333 |
| July 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 2 | 2,433 | 0.07% | 0.22% | | | | | | -2.798471 |
| July 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,728 | 0.00% | | | | | | | |
| July 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 2 | 2,433 | 0.07% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| July 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 8 | 8 | 100.00% | 0.00% | 94 | 104 | 90.38% | 29.48% | -0.888973 | -1.540457 |
| July 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 36 | 37 | 97.30% | 16.22% | -0.229579 | -1.139574 |
| July 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 47 | 47 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 1 | 2 | 50.00% | | | | | | | |
| July 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 56 | 7 | 8.00 | 4.83 | 705 | 86 | 8.20 | 6.55 | -0.076837 | -1.046713 |
| July 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 15 | 15 | 100.00% | 0.00% | 183 | 188 | 97.34% | 16.09% | -0.616078 | -1.374549 |
| July 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| July 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 155 | 155 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6405.96 | 19,412 | 0.33 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15570.00 | 12,975 | 1.20 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 21975.96 | 19,412 | 1.13 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3288.48 | 4,216 | 0.78 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3876.63 | 4,216 | 0.92 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 701.51 | 1,711 | 0.41 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1320.90 | 1,295 | 1.02 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2022.41 | 1,711 | 1.18 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3120.92 | 3,806 | 0.82 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8219.67 | 3,859 | 2.13 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11340.59 | 3,806 | 2.98 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8049.60 | 7,740 | 1.04 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6893.64 | 5,892 | 1.17 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14943.24 | 7,740 | 1.93 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2305.80 | 1,098 | 2.10 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 630.18 | 1,167 | 0.54 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2935.98 | 1,098 | 2.67 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3619.62 | 6,703 | 0.54 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7515.64 | 12,958 | 0.58 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11135.26 | 6,703 | 1.66 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 240.46 | 1,093 | 0.22 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 794.00 | 1,985 | 0.40 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1214.12 | 956 | 1.27 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2248.58 | 1,985 | 1.13 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2336.29 | 3,487 | 0.67 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 52296.51 | 2,751 | 19.01 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 54632.80 | 3,487 | 15.67 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8584.20 | 4,518 | 1.90 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7801.30 | 4,589 | 1.70 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67213.80 | 6,915 | 9.72 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26312.00 | 6,325 | 4.16 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 46948.20 | 3,380 | 13.89 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3907.80 | 780 | 5.01 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15284.88 | 4,899 | 3.12 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3862.80 | 3,219 | 1.20 | | | | | | | |
| July 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5632.88 | 1,628 | 3.46 | | | | | | | |
| July 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 154 | 202 | 76.24% | | | | | | | |
| July 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 255 | 304 | 83.88% | | | | | | | |
| July 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 14 | 92.86% | | | | | | | |
| July 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 154 | 154 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 255 | 255 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 13 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 21:58 | 1 | 21:58 | | | | | | | |
| July 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 46:29 | 30 | 1:33 | | | | | | | |
| July 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 208 | 208 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 19 | 19 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 149 | 149 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 17 | 17 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 43 | 43 | 100.00% | | | | | | | |
| July 2016 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| June 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 180 | 180 | 100.00% | | | | | | | |
| June 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 106,419 | 106,831 | 99.61% | | | | | | | |
| June 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 626 | 626 | 100.00% | | | | | | | |
| June 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 394 | 394 | 100.00% | 0.00% | 5,679 | 5,710 | 99.46% | 7.35% | -1.418417 | -1.862336 |
| June 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 626 | 626 | 100.00% | | | | | | | |
| June 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,210,363 | 3,071,398 | 1.05 | | | | | | | |
| June 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1176.54 | 5,653 | 0.21 | | | | | | | |
| June 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| June 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| June 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,480 | 29,520 | 99.86% | | | | | | | |
| June 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| June 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| June 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| June 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| June 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| June 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 2 | 2 | 100.00% | 0.00% | 0.524401 | -0.681187 |
| June 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 45 | 2 | 0.00% | 0.00% | 45 | 107 | 42.06% | 49.36% | 0.405629 | -0.753395 |
| June 2016 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 3:50 | 1 | 3:50 | 0:00 | 12459:07 | 205 | 60:47 | 56:24 | -1.00707 | -1.612255 |
| June 2016 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 139:39 | 2 | 69:49 | 4:52 | 7614:45 | 137 | 55:35 | 82:17 | 0.792619 | -0.518122 |
| June 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 20:24 | 1 | 20:24 | 0:00 | | | | | | |
| June 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 17:16 | 3 | 5:45 | 3:53 | 3:06 | 1 | 3:06 | 0:00 | | |
| June 2016 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/l MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 33 | 212 | 15.57% | 36.25% | -0.42836 | -1.260424 |
| June 2016 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 21 | 143 | 14.69% | 35.40% | -0.582678 | -1.354243 |
| June 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| June 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 0 | 2 | 0.00% | 0.00% | -0.253347 | -1.154024 |
| June 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 37 | 0.00% | | 2 | 207 | 0.97% | 9.78% | -0.553387 | -1.336436 |
| June 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,650 | 0.01% | 1.02% | 0 | 9,288 | 0.00% | | | |
| June 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 3 | 153 | 1.96% | 13.86% | 375 | 23,810 | 1.57% | 12.45% | 0.163667 | -0.900498 |
| June 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 30 | 0.00% | | 1 | 132 | 0.76% | 8.67% | -0.431971 | -1.26262 |
| June 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 118 | 2.54% | 15.74% | 2 | 249 | 0.80% | 8.93% | 0.873125 | -0.469178 |
| June 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 280 | 0.00% | | 495 | 38,665 | 1.28% | 11.24% | -1.898688 | -2.154321 |
| June 2016 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/l MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 180 | 212 | 84.91% | 35.80% | -0.420646 | -1.255735 |
| June 2016 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 126 | 143 | 88.11% | 32.36% | 0.726975 | -0.558031 |
| June 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,728 | 0.00% | | 0.01% | | | | | -2.993333 |
| June 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 2 | 2,433 | 0.07% | | 0.52% | | | | | -2.778644 |
| June 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,728 | 0.00% | | | | | | | |
| June 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 2 | 2,433 | 0.07% | | | | | | | |
| June 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 8 | 8 | 100.00% | 0.00% | 136 | 143 | 95.10% | 21.58% | -0.624459 | -1.379644 |
| June 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 58 | 61 | 95.08% | 21.62% | -0.316487 | -1.192411 |
| June 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 50 | 50 | 100.00% | 0.00% | | |
| June 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| June 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 7 | 8 | 87.50% | 33.07% | 10 | 10 | 100.00% | 0.00% | 0.13971 | -0.915062 |
| June 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 37 | 4 | 9.25 | 2.06 | 847 | 127 | 6.67 | 3.69 | 1.281552 | -0.220872 |
| June 2016 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 9 | 1 | 9.00 | 0.00 | 407 | 53 | 7.68 | 20.20 | 1.10768 | -0.326578 |
| June 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 13 | 14 | 92.86% | 25.75% | 241 | 255 | 94.51% | 22.78% | -0.154304 | -1.09381 |
| June 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 8 | 8 | 100.00% | 0.00% | 10 | 10 | 100.00% | 0.00% | | |
| June 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 128 | 128 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6593.28 | 19,392 | 0.34 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15621.10 | 12,910 | 1.21 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22214.38 | 19,392 | 1.15 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3135.35 | 4,295 | 0.73 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3601.79 | 4,295 | 0.84 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 748.86 | 1,783 | 0.42 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1313.96 | 1,228 | 1.07 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2062.82 | 1,783 | 1.16 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3190.32 | 3,798 | 0.84 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8066.60 | 3,805 | 2.12 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11256.92 | 3,798 | 2.96 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8027.76 | 7,719 | 1.04 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6672.32 | 5,752 | 1.16 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14700.08 | 7,719 | 1.90 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2298.24 | 1,026 | 2.24 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 658.90 | 1,198 | 0.55 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2957.14 | 1,026 | 2.88 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3543.05 | 6,685 | 0.53 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7339.92 | 13,107 | 0.56 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 10882.97 | 6,685 | 1.63 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 258.00 | 1,075 | 0.24 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 785.97 | 1,917 | 0.41 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1256.96 | 982 | 1.28 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2300.93 | 1,917 | 1.20 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2349.40 | 3,455 | 0.68 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 49617.00 | 2,682 | 18.50 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 51966.40 | 3,455 | 15.04 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8349.54 | 4,489 | 1.86 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7779.07 | 4,603 | 1.69 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67803.20 | 6,835 | 9.92 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26258.49 | 6,297 | 4.17 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 47863.92 | 3,588 | 13.34 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3858.20 | 764 | 5.05 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15693.30 | 4,982 | 3.15 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3789.60 | 3,158 | 1.20 | | | | | | | |
| June 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5580.51 | 1,599 | 3.49 | | | | | | | |
| June 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 152 | 191 | 79.58% | | | | | | | |
| June 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 245 | 293 | 83.62% | | | | | | | |
| June 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 5 | 80.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 152 | 152 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 245 | 245 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 20:23 | 1 | 20:23 | | | | | | | |
| June 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 41:32 | 19 | 2:11 | | | | | | | |
| June 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 202 | 202 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 143 | 143 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 18 | 18 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 38 | 38 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| June 2016 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 6 | 8 | 75.00% | 43.30% | 0 | 7 | 0.00% | 0.00% | | |
| May 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 243 | 243 | 100.00% | | | | | | | |
| May 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 110,664 | 110,968 | 99.73% | | | | | | | |
| May 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 837 | 837 | 100.00% | | | | | | | |
| May 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 412 | 413 | 99.76% | 4.91% | 5,832 | 5,848 | 99.73% | 5.22% | -0.118318 | -1.071932 |
| May 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 673 | 673 | 100.00% | | | | | | | |
| May 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,083,576 | 3,933,065 | 1.04 | | | | | | | |
| May 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1145.67 | 5,560 | 0.21 | | | | | | | |
| May 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| May 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| May 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| May 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,900 | 42,900 | 100.00% | | | | | | | |
| May 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,820 | 41,820 | 100.00% | | | | | | | |
| May 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| May 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| May 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 0 | 1 | 0.00% | 0.00% | | |
| May 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 4 | 75.00% | 43.30% | 2 | 2 | 100.00% | 0.00% | -0.430727 | -1.261864 |
| May 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 3 | 11 | 27.27% | 44.54% | 27 | 87 | 31.03% | 46.26% | -0.12745 | -1.077484 |
| May 2016 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 43:01 | 1 | 43:01 | 0:00 | 25764:04 | 187 | 137:47 | 552:47 | -0.170963 | -1.103938 |
| May 2016 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 113:18 | 1 | 113:18 | 0:00 | 6192:12 | 136 | 45:32 | 43:47 | 1.439531 | -0.124827 |
| May 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 67:10 | 2 | 33:35 | 45:04 | 65:09 | 1 | 65:09 | 0:00 | | |
| May 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 23:54 | 4 | 5:58 | 7:57 | 2:12 | 1 | 2:12 | 0:00 | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| May 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 10:58 | 2 | 5:29 | 4:56 | 38513:48 | 420 | 91:42 | 374:27 | -0.324847 | -1.197493 |
| May 2016 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/I MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 26 | 191 | 13.61% | 34.29% | -0.395923 | -1.240704 |
| May 2016 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 31 | 138 | 22.46% | 41.73% | -0.536316 | -1.326057 |
| May 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| May 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 4 | 50.00% | 50.00% | 0 | 2 | 0.00% | 0.00% | 0.253347 | -0.845976 |
| May 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 70 | 440 | 15.91% | 36.58% | -0.613731 | -1.373122 |
| May 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 41 | 0.00% | | 2 | 194 | 1.03% | 10.10% | -0.593777 | -1.360991 |
| May 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 2 | 9,650 | 0.02% | 1.44% | 1 | 9,312 | 0.01% | 1.04% | 0.663443 | -0.596655 |
| May 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 2 | 156 | 1.28% | 11.25% | 345 | 24,019 | 1.44% | 11.90% | -0.16146 | -1.098161 |
| May 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 30 | 0.00% | | 1 | 132 | 0.76% | 8.67% | -0.431971 | -1.26262 |
| May 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 115 | 3.48% | 18.32% | 2 | 227 | 0.88% | 9.35% | 1.275325 | -0.224657 |
| May 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 280 | 0.71% | 8.42% | 440 | 38,886 | 1.13% | 10.58% | -0.65771 | -1.39986 |
| May 2016 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 156 | 191 | 81.68% | 38.69% | -0.47243 | -1.287217 |
| May 2016 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 120 | 138 | 86.96% | 33.68% | -0.385903 | -1.234612 |
| May 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,728 | 0.01% | 0.03% | | | | | | -2.98 |
| May 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 2 | 2,433 | 0.08% | 0.55% | | | | | | -2.767398 |
| May 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,728 | 0.01% | | | | | | | |
| May 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 2 | 2,433 | 0.08% | | | | | | | |
| May 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Residence | Parity | N/A | 3 | 2 | 1.50 | 2.12 | 4,037 | 23 | 175.52 | 300.11 | -0.786552 | -1.47819 |
| May 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop - DS1 Capable | Parity | N/A | 6 | 1 | 6.00 | 0.00 | | | | | | |
| May 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Residence | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 13 | 23 | 56.52% | 49.57% | -1.546609 | -1.940272 |
| May 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| May 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 5 | 6 | 83.33% | 37.27% | 111 | 124 | 89.52% | 30.63% | -0.006095 | -1.003706 |
| May 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 59 | 60 | 98.33% | 12.80% | -0.129117 | -1.078498 |
| May 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 51 | 51 | 100.00% | 0.00% | | |
| May 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| May 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 38 | 5 | 7.60 | 2.61 | 636 | 100 | 6.36 | 3.91 | 0.852386 | -0.481786 |
| May 2016 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 9 | 1 | 9.00 | 0.00 | 190 | 48 | 3.96 | 2.64 | 1.253565 | -0.237886 |
| May 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| May 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 10 | 11 | 90.91% | 28.75% | 225 | 235 | 95.74% | 20.18% | 0.248449 | -0.848954 |
| May 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 235 | 244 | 96.31% | 18.85% | -0.275632 | -1.167572 |
| May 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 118 | 118 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6467.34 | 19,598 | 0.33 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15878.30 | 13,015 | 1.22 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22345.64 | 19,598 | 1.14 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3260.25 | 4,347 | 0.75 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3691.67 | 4,347 | 0.85 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 740.46 | 1,806 | 0.41 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1257.90 | 1,198 | 1.05 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1998.36 | 1,806 | 1.11 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3136.50 | 3,825 | 0.82 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 7568.40 | 3,710 | 2.04 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 10704.90 | 3,825 | 2.80 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8076.60 | 7,692 | 1.05 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6657.35 | 5,789 | 1.15 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14733.95 | 7,692 | 1.92 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2308.68 | 1,089 | 2.12 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 629.10 | 1,165 | 0.54 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2937.78 | 1,089 | 2.70 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3631.50 | 6,725 | 0.54 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7329.84 | 13,089 | 0.56 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 10961.34 | 6,725 | 1.63 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 223.02 | 1,062 | 0.21 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 792.54 | 1,887 | 0.42 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1216.66 | 958 | 1.27 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2232.22 | 1,887 | 1.18 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2231.46 | 3,381 | 0.66 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 49381.20 | 2,610 | 18.92 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 51612.66 | 3,381 | 15.27 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8567.10 | 4,509 | 1.90 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7620.48 | 4,536 | 1.68 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66802.70 | 6,782 | 9.85 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26520.00 | 6,375 | 4.16 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 46393.52 | 3,512 | 13.21 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3912.81 | 781 | 5.01 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15612.25 | 4,925 | 3.17 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3764.40 | 3,137 | 1.20 | | | | | | | |
| May 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5565.12 | 1,581 | 3.52 | | | | | | | |
| May 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 159 | 197 | 80.71% | | | | | | | |
| May 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 256 | 291 | 87.97% | | | | | | | |
| May 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 8 | 11 | 72.73% | | | | | | | |
| May 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 159 | 159 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 256 | 256 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 8 | 8 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 32:48 | 2 | 16:24 | | | | | | | |
| May 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 42:28 | 20 | 2:07 | | | | | | | |
| May 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 189 | 189 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 8 | 8 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 149 | 149 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 13 | 13 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 35 | 35 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| May 2016 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 2 | 22 | 9.09% | 28.75% | -1.359737 | -1.826662 |
| April 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 178 | 178 | 100.00% | | | | | | | |
| April 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 117,643 | 117,643 | 100.00% | | | | | | | |
| April 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 744 | 744 | 100.00% | | | | | | | |
| April 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 451 | 451 | 100.00% | 0.00% | 5,135 | 5,157 | 99.57% | 6.52% | -1.332981 | -1.810395 |
| April 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 731 | 731 | 100.00% | | | | | | | |
| April 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,748,347 | 3,614,490 | 1.04 | | | | | | | |
| April 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1028.31 | 4,742 | 0.22 | | | | | | | |
| April 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 26,836 | 27,220 | 98.59% | | | | | | | |
| April 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,340 | 29,340 | 100.00% | | | | | | | |
| April 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,220 | 27,220 | 100.00% | | | | | | | |
| April 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 40,857 | 41,700 | 97.98% | | | | | | | |
| April 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 36,961 | 37,845 | 97.66% | | | | | | | |
| April 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,600 | 21,600 | 100.00% | | | | | | | |
| April 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| April 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 2 | 3 | 66.67% | 47.14% | -0.524401 | -1.318813 |
| April 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| April 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| April 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 3 | 66.67% | 47.14% | -0.612372 | -1.372296 |
| April 2016 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 26:20 | 1 | 26:20 | 0:00 | 9651:18 | 180 | 53:37 | 49:58 | -0.544573 | -1.331077 |
| April 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 8:21 | 2 | 4:10 | 3:16 | 12:50 | 3 | 4:17 | 3:17 | -0.034343 | -1.020879 |
| April 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 0:40 | 2 | 0:20 | 0:25 | 3:01 | 1 | 3:01 | 0:00 | | |
| April 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 2:42 | 1 | 2:42 | 0:00 | 4:59 | 1 | 4:59 | 0:00 | | |
| April 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1:49 | 1 | 1:49 | 0:00 | 12:50 | 3 | 4:17 | 3:17 | -0.650131 | -1.395251 |
| April 2016 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 32 | 187 | 17.11% | 37.66% | -0.453159 | -1.275501 |
| April 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 1 | 3 | 33.33% | 47.14% | -0.774597 | -1.470921 |
| April 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| April 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| April 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 3 | 33.33% | 47.14% | -0.612372 | -1.372296 |
| April 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 42 | 4.76% | 21.30% | 3 | 194 | 1.55% | 12.34% | 0.782072 | -0.524534 |
| April 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 2 | 9,650 | 0.02% | 1.44% | 1 | 9,216 | 0.01% | 1.04% | 0.650899 | -0.604282 |
| April 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 207 | 0.48% | 6.93% | 333 | 24,216 | 1.38% | 11.65% | -1.09737 | -1.667154 |
| April 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 30 | 3.33% | 17.95% | 1 | 133 | 0.75% | 8.64% | 0.425733 | -0.741173 |
| April 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 124 | 0.81% | 8.94% | 3 | 227 | 1.32% | 11.42% | -0.403954 | -1.245587 |
| April 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 280 | 0.00% | | 452 | 39,101 | 1.16% | 10.69% | -1.803141 | -2.096232 |
| April 2016 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 163 | 187 | 87.17% | 33.45% | -0.382696 | -1.232663 |
| April 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,728 | 0.01% | 0.02% | | | | | | -2.983333 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| April 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.01% | 0.03% | | | | | | -2.984612 |
| April 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,728 | 0.01% | | | | | | | |
| April 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.01% | | | | | | | |
| April 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 9 | 9 | 100.00% | 0.00% | 105 | 113 | 92.92% | 25.65% | -0.79695 | -1.484511 |
| April 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 48 | 49 | 97.96% | 14.14% | 1.421078 | -0.136046 |
| April 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 50 | 50 | 100.00% | 0.00% | | |
| April 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| April 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 20 | 3 | 6.67 | 1.15 | 452 | 94 | 4.81 | 2.71 | 1.062519 | -0.354034 |
| April 2016 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 48 | 2 | 24.00 | 12.73 | 115 | 41 | 2.80 | 1.14 | 3.719016 | 1.261001 |
| April 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| April 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| April 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 15 | 15 | 100.00% | 0.00% | 198 | 212 | 93.40% | 24.83% | -0.99525 | -1.605069 |
| April 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 201 | 218 | 92.20% | 26.81% | -0.40941 | -1.248904 |
| April 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 225 | 225 | 100.00% | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6216.32 | 19,426 | 0.32 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15578.40 | 12,982 | 1.20 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 21794.72 | 19,426 | 1.12 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3043.44 | 4,227 | 0.72 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3510.60 | 4,227 | 0.83 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 706.84 | 1,724 | 0.41 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1283.66 | 1,211 | 1.06 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 1990.50 | 1,724 | 1.15 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3183.05 | 3,835 | 0.83 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8051.76 | 3,798 | 2.12 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11234.81 | 3,835 | 2.93 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8041.28 | 7,732 | 1.04 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6741.92 | 5,812 | 1.16 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14783.20 | 7,732 | 1.91 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2264.12 | 1,058 | 2.14 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 649.23 | 1,139 | 0.57 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2913.35 | 1,058 | 2.75 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3671.25 | 6,675 | 0.55 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7478.97 | 13,121 | 0.57 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 11150.22 | 6,675 | 1.67 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 223.30 | 1,015 | 0.22 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 731.60 | 1,829 | 0.40 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1137.08 | 917 | 1.24 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2091.98 | 1,829 | 1.14 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2229.76 | 3,328 | 0.67 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 49589.32 | 2,621 | 18.92 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 51819.08 | 3,328 | 15.57 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8401.91 | 4,493 | 1.87 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7648.30 | 4,499 | 1.70 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66438.90 | 6,711 | 9.90 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26959.80 | 6,419 | 4.20 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 46383.18 | 3,477 | 13.34 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3848.10 | 762 | 5.05 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15255.62 | 4,874 | 3.13 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3568.32 | 3,186 | 1.12 | | | | | | | |
| April 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5520.36 | 1,542 | 3.58 | | | | | | | |
| April 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 133 | 167 | 79.64% | | | | | | | |
| April 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 205 | 269 | 76.21% | | | | | | | |
| April 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 31 | 32.26% | | | | | | | |
| April 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 133 | 134 | 99.25% | | | | | | | |
| April 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 205 | 205 | 100.00% | | | | | | | |
| April 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 10 | 100.00% | | | | | | | |
| April 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 6:41 | 12 | 0:33 | | | | | | | |
| April 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 163 | 163 | 100.00% | | | | | | | |
| April 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 11 | 11 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| April 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 122 | 122 | 100.00% | | | | | | | |
| April 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 31 | 31 | 100.00% | | | | | | | |
| April 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 39 | 39 | 100.00% | | | | | | | |
| April 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 32 | 32 | 100.00% | | | | | | | |
| April 2016 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 6 | 18 | 33.33% | 47.14% | -0.479506 | -1.291519 |
| March 2016 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 211 | 211 | 100.00% | | | | | | | |
| March 2016 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 114,170 | 114,170 | 100.00% | | | | | | | |
| March 2016 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 690 | 690 | 100.00% | | | | | | | |
| March 2016 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 269 | 269 | 100.00% | 0.00% | 4,891 | 4,924 | 99.33% | 8.16% | -1.31185 | -1.797548 |
| March 2016 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 690 | 690 | 100.00% | | | | | | | |
| March 2016 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,905,313 | 2,774,316 | 1.05 | | | | | | | |
| March 2016 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1132.60 | 5,488 | 0.21 | | | | | | | |
| March 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2016 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| March 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| March 2016 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| March 2016 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,860 | 22,860 | 100.00% | | | | | | | |
| March 2016 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| March 2016 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| March 2016 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 38 | 61 | 62.30% | 48.46% | 0.286894 | -0.825581 |
| March 2016 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 50:28 | 1 | 50:28 | 0:00 | 6167:43 | 143 | 43:08 | 38:43 | 0.507221 | -0.691632 |
| March 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3:01 | 3 | 1:00 | 0:59 | 2:09 | 1 | 2:09 | 0:00 | | |
| March 2016 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 8:21 | 1 | 8:21 | 0:00 | 10768:33 | 302 | 35:39 | 34:16 | -0.79564 | -1.483715 |
| March 2016 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/I MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 20 | 148 | 13.51% | 34.19% | -0.393956 | -1.239508 |
| March 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| March 2016 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 40 | 327 | 12.23% | 32.77% | -0.372757 | -1.22662 |
| March 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 42 | 0.00% | | 1 | 194 | 0.52% | 7.16% | -0.422952 | -1.257136 |
| March 2016 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,410 | 0.00% | | 1 | 9,072 | 0.01% | 1.05% | -0.713583 | -1.433827 |
| March 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 198 | 0.51% | 7.09% | 252 | 24,420 | 1.03% | 10.11% | -0.730675 | -1.444219 |
| March 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 30 | 0.00% | | 0 | 136 | 0.00% | | | |
| March 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 125 | 2.40% | 15.30% | 1 | 227 | 0.44% | 6.62% | 1.125843 | -0.315536 |
| March 2016 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 284 | 0.35% | 5.92% | 327 | 39,310 | 0.83% | 9.08% | -0.886932 | -1.539217 |
| March 2016 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 122 | 148 | 82.43% | 38.05% | -0.460092 | -1.279716 |
| March 2016 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,608 | 0.01% | 0.04% | | | | | | -2.971343 |
| March 2016 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.00% | 0.03% | | | | | | -2.986979 |
| March 2016 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,608 | 0.01% | | | | | | | |
| March 2016 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.00% | | | | | | | |
| March 2016 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Residence | Parity | N/A | 47 | 2 | 23.50 | 10.61 | 3,526 | 16 | 220.38 | 321.06 | -0.817612 | -1.497073 |
| March 2016 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 8 | 16 | 50.00% | 50.00% | 0 | -1 |
| March 2016 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 10 | 10 | 100.00% | 0.00% | 107 | 111 | 96.40% | 18.64% | -0.585608 | -1.356024 |
| March 2016 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 5 | 6 | 83.33% | 37.27% | 38 | 41 | 92.68% | 26.04% | 0.170695 | -0.896225 |
| March 2016 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 49 | 49 | 100.00% | 0.00% | | |
| March 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2016 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| March 2016 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 31 | 3 | 10.33 | 6.35 | 682 | 96 | 7.10 | 5.71 | 0.896473 | -0.454983 |
| March 2016 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 40 | 4 | 10.00 | 7.79 | 156 | 34 | 4.59 | 5.24 | 1.461056 | -0.111741 |
| March 2016 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| March 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 17 | 17 | 100.00% | 0.00% | 191 | 201 | 95.02% | 21.74% | -0.905894 | -1.550745 |
| March 2016 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 201 | 207 | 97.10% | 16.78% | -0.172358 | -1.104786 |
| March 2016 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 290 | 290 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6571.18 | 19,327 | 0.34 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15505.20 | 12,921 | 1.20 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 22076.38 | 19,327 | 1.14 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3128.78 | 4,286 | 0.73 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 3510.28 | 4,286 | 0.82 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 728.98 | 1,778 | 0.41 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1344.60 | 1,245 | 1.08 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2073.58 | 1,778 | 1.17 | | | | | | | |

| 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 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3369.54 | 3,786 | 0.89 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 8183.70 | 3,897 | 2.10 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 11553.24 | 3,786 | 3.05 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8010.45 | 7,629 | 1.05 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6576.85 | 5,719 | 1.15 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14587.30 | 7,629 | 1.91 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2360.25 | 1,049 | 2.25 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 655.60 | 1,192 | 0.55 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 3015.85 | 1,049 | 2.88 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 3614.22 | 6,693 | 0.54 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7303.52 | 13,042 | 0.56 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 10917.74 | 6,693 | 1.63 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 230.34 | 1,047 | 0.22 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 768.80 | 1,922 | 0.40 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1047.96 | 852 | 1.23 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2047.10 | 1,922 | 1.07 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2360.28 | 3,471 | 0.68 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 48861.27 | 2,573 | 18.99 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 51221.55 | 3,471 | 14.76 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8597.50 | 4,525 | 1.90 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 7770.96 | 4,518 | 1.72 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67674.24 | 6,822 | 9.92 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26163.00 | 6,156 | 4.25 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 46934.31 | 3,379 | 13.89 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3774.44 | 743 | 5.08 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15412.95 | 4,893 | 3.15 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3931.20 | 3,276 | 1.20 | | | | | | | |
| March 2016 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML | XML Request/Response | Diagnostic | N/A | 5301.12 | 1,506 | 3.52 | | | | | | | |
| March 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 147 | 196 | 75.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 215 | 256 | 83.98% | | | | | | | |
| March 2016 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 6 | 83.33% | | | | | | | |
| March 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 147 | 147 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 215 | 215 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 42:03 | 18 | 2:20 | | | | | | | |
| March 2016 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 153 | 153 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 138 | 138 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 20 | 20 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 13 | 13 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 47 | 47 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| March 2016 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 12 | 0.00% | 0.00% | | |