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

## South Dakota
## May 2018 - May 2019

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

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

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

*CenturyLink's Wholesale Website for details.*

June 11, 2019

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| May 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 229 | 229 | 100.00% | | | | | | | |
| May 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 40,004 | 40,004 | 100.00% | | | | | | | |
| May 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 44 | 44 | 100.00% | | | | | | | |
| May 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 152 | 152 | 100.00% | 0.00% | 3,042 | 3,061 | 99.38% | 7.85% | -0.951032 | -1.578187 |
| May 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 44 | 44 | 99.73% | | | | | | | |
| May 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,405,565 | 2,374,056 | 1.01 | | | | | | | |
| May 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 710.49 | 3,278 | 0.22 | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,377 | 29,520 | 99.52% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| May 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| May 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 4 | 6 | 66.67% | 47.14% | 0 | -1 |
| May 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 28:47 | 3 | 9:36 | 11:25 | 17:36 | 5 | 3:31 | 1:32 | 0.253347 | -0.845976 |
| May 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 18:24 | 4 | 4:36 | 3:18 | 35156:26 | 403 | 87:14 | 213:08 | -0.771652 | -1.469131 |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 24 | 0.00% | | 6 | 118 | 5.08% | 21.97% | -1.033639 | -1.628408 |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,442 | 0.00% | | 0 | 8,112 | 0.00% | | | |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 25 | 0.00% | | 333 | 16,933 | 1.97% | 13.88% | -0.707649 | -1.43022 |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | | 0 | 274 | 0.00% | | | |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 75 | 4.00% | 19.60% | 6 | 129 | 4.65% | 21.06% | -0.212942 | -1.12946 |
| May 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 4 | 170 | 2.35% | 15.16% | 445 | 29,359 | 1.52% | 12.22% | 0.644115 | -0.608406 |
| May 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,968 | 0.01% | 0.04% | | | | | | -2.982439 |
| May 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,229 | 0.00% | 0.00% | | | | | | -3 |
| May 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,968 | 0.01% | | | | | | | |
| May 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,229 | 0.00% | | | | | | | |
| May 2019 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 65 | 70 | 92.86% | 25.75% | -0.27539 | -1.167425 |
| May 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| May 2019 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 1.00 | 0.00 | 167 | 48 | 3.48 | 1.74 | -1.411773 | -1.858297 |
| May 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 130 | 130 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22895.30 | 84,797 | 0.27 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48707.63 | 55,350 | 0.88 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71602.93 | 84,797 | 0.84 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7229.55 | 15,612 | 0.47 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7872.03 | 15,612 | 0.50 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 714.20 | 9,197 | 0.09 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5936.43 | 12,820 | 0.46 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12593.59 | 15,173 | 0.83 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2347.49 | 12,062 | 0.20 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14941.08 | 15,173 | 0.98 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26815.00 | 30,129 | 0.89 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33301.00 | 30,129 | 1.11 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5674.50 | 5,822 | 0.98 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.68 | 3,825 | 0.09 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5989.18 | 5,822 | 1.03 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10175.15 | 24,948 | 0.40 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17148.88 | 45,656 | 0.37 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27324.03 | 24,948 | 1.10 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 194.00 | 1,815 | 0.12 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3590.73 | 6,993 | 0.53 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6102.48 | 6,993 | 0.87 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13,540 | 0.48 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 7816.54 | 13,540 | 0.58 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10829.18 | 6,485 | 1.67 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 761,445 | 9.82 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3994.25 | 774 | 5.16 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| May 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5960.12 | 1,724 | 3.48 | | | | | | | |
| May 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 102 | 141 | 72.34% | | | | | | | |
| May 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 59 | 79 | 74.68% | | | | | | | |
| May 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 102 | 114 | 89.47% | | | | | | | |
| May 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 59 | 60 | 98.33% | | | | | | | |
| May 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 62:49 | 30 | 2:06 | | | | | | | |
| May 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 57 | 57 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 94 | 94 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 13 | 13 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 36 | 36 | 100.00% | | | | | | | |
| May 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| April 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 197 | 197 | 100.00% | | | | | | | |
| April 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 41,201 | 41,201 | 100.00% | | | | | | | |
| April 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 47 | 47 | 100.00% | | | | | | | |
| April 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 123 | 123 | 100.00% | 0.00% | 2,903 | 2,919 | 99.45% | 7.38% | -0.806541 | -1.490342 |
| April 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 46 | 47 | 99.74% | | | | | | | |
| April 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,146,831 | 2,115,952 | 1.01 | | | | | | | |
| April 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 765.69 | 3,530 | 0.22 | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| April 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| April 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| April 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| April 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 54 | 125 | 43.20% | 49.54% | -0.180012 | -1.10944 |
| April 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 38:43 | 1 | 38:43 | 0:00 | | | | | | |
| April 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2:47 | 1 | 2:47 | 0:00 | 2:21 | 1 | 2:21 | 0:00 | | |
| April 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 21:17 | 2 | 10:39 | 10:22 | 29058:33 | 432 | 67:16 | 95:32 | -0.836331 | -1.508453 |
| April 2019 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 41 | 172 | 23.84% | 42.61% | -0.557824 | -1.339133 |
| April 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| April 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| April 2019 | Maintenance and Repair | 37-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 80 | 477 | 16.77% | 37.36% | -0.633514 | -1.385149 |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 24 | 0.00% | | 1 | 118 | 0.85% | 9.17% | -0.412866 | -1.251005 |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 10,466 | 0.01% | 0.98% | 0 | 8,208 | 0.00% | | | |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 25 | 4.00% | 19.60% | 341 | 17,081 | 2.00% | 13.99% | 0.262045 | -0.840688 |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | | 0 | 276 | 0.00% | | | |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 75 | 1.33% | 11.47% | 1 | 129 | 0.78% | 8.77% | -0.256649 | -1.156031 |
| April 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 170 | 1.18% | 10.78% | 477 | 29,612 | 1.61% | 12.59% | -0.448575 | -1.272714 |
| April 2019 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 130 | 172 | 75.58% | 42.96% | -0.566753 | -1.344562 |
| April 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,968 | 0.00% | 0.00% | | | | | | -3 |
| April 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.01% | | | | | | -2.996431 |
| April 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,968 | 0.00% | | | | | | | |
| April 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| April 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 1 | 2 | 50.00% | 50.00% | -0.365148 | -1.221994 |
| April 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| April 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 326 | 326 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3286.28 | 11,838 | 0.28 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 8,278 | 0.91 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11,838 | 0.92 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1,581 | 0.47 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.46 | 1,581 | 0.54 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1,498 | 0.83 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,469 | 0.16 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1,498 | 0.99 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 448 | 0.32 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 6,866 | 0.33 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 225 | 0.10 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 490 | 0.51 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 225 | 1.28 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 490 | 1.15 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1,664 | 0.41 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 673 | 1.94 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1987.82 | 1,664 | 1.19 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 14.45 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| April 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| April 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 83 | 127 | 65.35% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 92 | 102 | 90.20% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 83 | 88 | 94.32% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 92 | 93 | 98.92% | | | | | | | |
| April 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 44:48 | 17 | 2:38 | | | | | | | |
| April 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 91 | 91 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 80 | 80 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 5 | 5 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 37 | 37 | 100.00% | | | | | | | |
| April 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| March 2019 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 258 | 258 | 100.00% | | | | | | | |
| March 2019 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 42,721 | 42,721 | 100.00% | | | | | | | |
| March 2019 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 45 | 45 | 100.00% | | | | | | | |
| March 2019 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 133 | 134 | 99.25% | 8.61% | 2,839 | 2,850 | 99.61% | 6.20% | 0.190578 | -0.884137 |
| March 2019 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 45 | 45 | 99.64% | | | | | | | |
| March 2019 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,169,654 | 2,139,229 | 1.01 | | | | | | | |
| March 2019 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 636.90 | 3,011 | 0.21 | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| March 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,840 | 42,840 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,565 | 41,565 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,580 | 26,580 | 100.00% | | | | | | | |
| March 2019 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| March 2019 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 0 | 3 | 0.00% | 0.00% | | |
| March 2019 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 77 | 135 | 57.04% | 49.50% | 0.166648 | -0.898685 |
| March 2019 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 5:22 | 1 | 5:22 | 0:00 | 8358:03 | 159 | 52:34 | 46:08 | -1.019845 | -1.620022 |
| March 2019 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 25:59 | 2 | 13:00 | 15:10 | 17:50 | 3 | 5:57 | 0:22 | 1.522036 | -0.074668 |
| March 2019 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/I MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 33 | 190 | 17.37% | 37.88% | -0.457264 | -1.277997 |
| March 2019 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 1 | 3 | 33.33% | 47.14% | -0.774597 | -1.470921 |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 25 | 0.00% | | 3 | 119 | 2.52% | 15.68% | -0.73096 | -1.444392 |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,562 | 0.00% | | 0 | 8,112 | 0.00% | | | |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 28 | 3.57% | 18.56% | 314 | 17,282 | 1.82% | 13.36% | 0.247454 | -0.849559 |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 16 | 0.00% | | 0 | 279 | 0.00% | | | |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 79 | 2.53% | 15.71% | 3 | 130 | 2.31% | 15.01% | -0.321932 | -1.195721 |
| March 2019 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 173 | 0.00% | | 461 | 29,897 | 1.54% | 12.32% | -1.641274 | -1.997824 |
| March 2019 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 152 | 190 | 80.00% | 40.00% | -0.498689 | -1.303182 |
| March 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,064 | 0.00% | 0.00% | | | | | | -3 |
| March 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| March 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,064 | 0.00% | | | | | | | |
| March 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| March 2019 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2019 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 9 | 1 | 9.00 | 0.00 | | | | | | |
| March 2019 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2019 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 258 | 259 | 99.61% | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22895.30 | 94,570 | 0.26 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48707.63 | 60,595 | 0.82 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71602.93 | 94,570 | 0.76 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7229.55 | 15,612 | 0.47 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7872.03 | 15,612 | 0.50 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 714.20 | 9,197 | 0.09 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5936.43 | 12,820 | 0.46 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12593.59 | 15,327 | 0.83 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2347.49 | 12,062 | 0.20 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14941.08 | 15,327 | 0.97 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26815.00 | 31,880 | 0.91 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33301.00 | 31,880 | 1.04 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5674.50 | 5,822 | 0.98 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.68 | 3,825 | 0.09 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5989.18 | 5,822 | 1.03 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10175.15 | 24,948 | 0.42 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17148.88 | 45,656 | 0.39 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27324.03 | 24,948 | 1.10 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 194.00 | 1,815 | 0.12 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3590.73 | 6,993 | 0.53 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6102.48 | 6,993 | 0.87 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13,540 | 0.48 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 7816.54 | 13,540 | 0.58 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10829.18 | 6,524 | 1.68 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 761,445 | 9.82 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3994.25 | 776 | 5.16 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| March 2019 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5960.12 | 1,724 | 3.48 | | | | | | | |
| March 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 78 | 113 | 69.03% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 36 | 48 | 75.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 78 | 85 | 91.76% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 36 | 36 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 97:25 | 5 | 19:29 | | | | | | | |
| March 2019 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 13:40 | 7 | 1:57 | | | | | | | |
| March 2019 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 36 | 36 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 3 | 3 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 73 | 73 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 9 | 9 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 25 | 25 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5C-(b) | FOCs on Time for manual LSRs via Facsimile | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| March 2019 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 6 | 6 | 100.00% | | | | | | | |
| ######### | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 204 | 204 | 100.00% | | | | | | | |
| ######### | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 42,405 | 42,484 | 99.81% | | | | | | | |
| ######### | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 46 | 46 | 100.00% | | | | | | | |
| ######### | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 132 | 132 | 100.00% | 0.00% | 3,398 | 3,455 | 98.35% | 12.74% | -1.460397 | -1.887859 |
| ######### | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 46 | 46 | 99.57% | | | | | | | |
| ######### | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,103,242 | 2,079,671 | 1.01 | | | | | | | |
| ######### | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 617.34 | 3,079 | 0.20 | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 38,880 | 38,880 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 37,860 | 37,860 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 24,720 | 24,720 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 26 | 0.00% | | 0 | 127 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,562 | 0.00% | | 0 | 8,160 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 167 | 17,419 | 0.96% | 9.74% | -0.520198 | -1.316258 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 18 | 0.00% | | 0 | 280 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 81 | 0.00% | | 0 | 138 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 177 | 0.00% | | 215 | 30,143 | 0.71% | 8.42% | -1.124335 | -1.683547 |
| ######### | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,112 | 0.00% | 0.00% | | | | | | -3 |
| ######### | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,469 | 0.00% | 0.00% | | | | | | -3 |
| ######### | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,112 | 0.00% | | | | | | | |
| ######### | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,469 | 0.00% | | | | | | | |
| ######### | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 37 | 38 | 97.37% | 16.01% | -0.162278 | -1.098658 |
| ######### | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| ######### | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| ######### | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 9 | 1 | 9.00 | 0.00 | 158 | 29 | 5.45 | 2.41 | 1.270238 | -0.22775 |
| ######### | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| ######### | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| ######### | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 78 | 87 | 89.66% | 30.45% | -0.337748 | -1.205336 |
| ######### | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 76 | 81 | 93.83% | 24.07% | -0.436256 | -1.265225 |
| ######### | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 316 | 317 | 99.68% | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3286.28 | 11,838 | 0.28 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 8,278 | 0.91 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11,838 | 0.92 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1,581 | 0.47 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.46 | 1,581 | 0.54 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | | | | | | | |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1,498 | 0.83 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,286 | 0.18 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1,498 | 0.99 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 448 | 0.32 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 6,866 | 0.33 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 225 | 0.10 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 490 | 0.51 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 225 | 1.28 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 490 | 1.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1,664 | 0.41 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 673 | 1.94 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1987.82 | 1,664 | 1.19 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 9,008,906 | 0.83 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 101 | 148 | 68.24% | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 30 | 51 | 58.82% | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 5 | 80.00% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 101 | 106 | 95.28% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 30 | 32 | 93.75% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 1:38 | 5 | 0:20 | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 30 | 30 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 87 | 87 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 17 | 17 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 40 | 40 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| January 2019 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 2,112 | 0.06% | 0.16% | | | | | | -2.811818 |
| January 2019 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,469 | 0.00% | 0.00% | | | | | | -3 |
| January 2019 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 2,112 | 0.06% | | | | | | | |
| January 2019 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,469 | 0.00% | | | | | | | |
| ######### | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 180 | 180 | 100.00% | | | | | | | |
| ######### | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 45,086 | 45,086 | 100.00% | | | | | | | |
| ######### | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 44 | 44 | 100.00% | | | | | | | |
| ######### | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 167 | 167 | 100.00% | 0.00% | 3,422 | 3,437 | 99.56% | 6.59% | -0.835528 | -1.507965 |
| ######### | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 44 | 44 | 99.77% | | | | | | | |
| ######### | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,266,389 | 2,238,793 | 1.01 | | | | | | | |
| ######### | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 674.81 | 3,208 | 0.21 | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ######### | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 27 | 0.00% | | 1 | 132 | 0.76% | 8.67% | -0.413652 | -1.251482 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,442 | 0.00% | | 0 | 8,016 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 212 | 17,727 | 1.20% | 10.87% | -0.5817 | -1.353649 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 18 | 0.00% | | 0 | 287 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 85 | 0.00% | | 1 | 143 | 0.70% | 8.33% | -0.612725 | -1.372511 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 180 | 0.00% | | 271 | 30,719 | 0.88% | 9.35% | -1.262039 | -1.767265 |
| ######### | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 2,088 | 0.05% | 0.13% | | | | | | -2.838621 |
| ######### | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| ######### | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 2,088 | 0.05% | | | | | | | |
| ######### | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| ######### | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 147 | 147 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3286.28 | 11,838 | 0.28 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 8,278 | 0.91 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11,838 | 0.92 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1,581 | 0.47 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.46 | 1,581 | 0.54 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1,498 | 0.83 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,469 | 0.16 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1,498 | 0.99 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 448 | 0.32 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 6,866 | 0.33 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 225 | 0.10 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 490 | 0.51 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 225 | 1.28 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 490 | 1.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1,664 | 0.41 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 673 | 1.94 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1987.82 | 1,664 | 1.19 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 19.45 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 81 | 109 | 74.31% | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 43 | 63 | 68.25% | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 81 | 84 | 96.43% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 43 | 43 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 20:05 | 14 | 1:26 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ######### | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 43 | 43 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 78 | 78 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 16 | 16 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 22 | 22 | 100.00% | | | | | | | |
| ######### | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 225 | 226 | 99.56% | | | | | | | |
| ######### | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 45,185 | 45,185 | 100.00% | | | | | | | |
| ######### | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 61 | 61 | 100.00% | | | | | | | |
| ######### | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 206 | 207 | 99.52% | 6.93% | 3,872 | 3,895 | 99.41% | 7.66% | -0.196543 | -1.11949 |
| ######### | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 61 | 61 | 99.30% | | | | | | | |
| ######### | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,256,857 | 3,214,685 | 1.01 | | | | | | | |
| ######### | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 518.56 | 3,705 | 0.14 | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| ######### | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 3:43 | 1 | 3:43 | 0:00 | 9650:33 | 245 | 39:23 | 36:29 | -0.975837 | -1.593267 |
| ######### | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 39 | 273 | 14.29% | 34.99% | -0.407503 | -1.247744 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 27 | 0.00% | | 0 | 138 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,442 | 0.00% | | 0 | 7,896 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 214 | 17,870 | 1.20% | 10.88% | -0.582103 | -1.353893 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 18 | 0.00% | | 0 | 289 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 87 | 0.00% | | 0 | 154 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 187 | 0.53% | 7.29% | 273 | 31,038 | 0.88% | 9.34% | -0.503474 | -1.306091 |
| ######### | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 2,088 | 0.04% | 0.16% | | | | | | -2.87931 |
| ######### | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| ######### | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 2,088 | 0.04% | | | | | | | |
| ######### | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| ######### | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 186 | 186 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22895.30 | 94,570 | 0.26 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48707.63 | 60,595 | 0.82 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71602.93 | 94,570 | 0.76 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7229.55 | 15,612 | 0.47 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7872.03 | 15,612 | 0.50 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 714.20 | 9,197 | 0.09 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5936.43 | 12,820 | 0.46 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12593.59 | 15,327 | 0.83 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2347.49 | 12,062 | 0.20 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14941.08 | 15,327 | 0.97 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26815.00 | 31,880 | 0.91 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33301.00 | 31,880 | 1.04 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5674.50 | 5,822 | 0.98 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.68 | 3,825 | 0.09 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5989.18 | 5,822 | 1.03 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10175.15 | 24,948 | 0.42 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17148.88 | 45,656 | 0.39 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27324.03 | 24,948 | 1.10 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 194.00 | 1,815 | 0.12 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3590.73 | 6,993 | 0.53 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6102.48 | 6,993 | 0.87 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13,540 | 0.48 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 7816.54 | 13,540 | 0.58 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10829.18 | 6,524 | 1.68 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 9.68 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3994.25 | 776 | 5.16 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5960.12 | 1,724 | 3.48 | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 135 | 172 | 78.49% | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 69 | 96 | 71.88% | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 135 | 138 | 97.83% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 69 | 73 | 94.52% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 5 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 51:56 | 25 | 2:05 | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 68 | 68 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 124 | 124 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 21 | 21 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 35 | 35 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5C-(b) | FOCs on Time for manual LSRs via Facsimile | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 5 | 5 | 100.00% | | | | | | | |
| October 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 179 | 179 | 100.00% | | | | | | | |
| October 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 46,228 | 46,228 | 100.00% | | | | | | | |
| October 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 51 | 51 | 100.00% | | | | | | | |
| October 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 182 | 182 | 100.00% | 0.00% | 5,162 | 5,178 | 99.69% | 5.55% | -0.738219 | -1.448805 |
| October 2018 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 51 | 51 | 99.80% | | | | | | | |
| October 2018 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,787,149 | 2,750,740 | 1.01 | | | | | | | |
| October 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 835.68 | 5,333 | 0.16 | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| October 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| October 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.816497 | -1.496395 |
| October 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.816497 | -1.496395 |
| October 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1:46 | 1 | 1:46 | 0:00 | 8:29 | 2 | 4:14 | 1:17 | -1.573141 | -1.956402 |
| October 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1:19 | 1 | 1:19 | 0:00 | 8:29 | 2 | 4:14 | 1:17 | -1.859167 | -2.130293 |
| October 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 14:22 | 3 | 4:47 | 3:16 | 21599:26 | 428 | 50:28 | 57:57 | -1.360349 | -1.827033 |
| October 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| October 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| October 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 81 | 476 | 17.02% | 37.58% | -0.78188 | -1.47535 |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 27 | 3.70% | 18.89% | 2 | 138 | 1.45% | 11.95% | 0.209418 | -0.872683 |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,442 | 0.00% | | 0 | 7,896 | 0.00% | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 373 | 18,065 | 2.06% | 14.22% | -0.76773 | -1.466747 |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 18 | 0.00% | | 0 | 300 | 0.00% | | | |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 87 | 1.15% | 10.66% | 2 | 154 | 1.30% | 11.32% | -0.098307 | -1.059767 |
| October 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 3 | 188 | 1.60% | 12.53% | 476 | 31,370 | 1.52% | 12.22% | -0.113884 | -1.069237 |
| October 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,088 | 0.00% | 0.00% | | | | | | -3 |
| October 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| October 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,088 | 0.00% | | | | | | | |
| October 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| October 2018 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 39 | 39 | 100.00% | 0.00% | | |
| October 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 132 | 143 | 92.31% | 26.65% | -0.287671 | -1.174892 |
| October 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 271 | 271 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 22789.30 | 94,070 | 0.24 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 48697.53 | 60,590 | 0.80 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 71486.83 | 94,070 | 0.76 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 7227.55 | 15,610 | 0.46 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 7867.93 | 15,610 | 0.50 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 5222.23 | 12,820 | 0.41 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 709.20 | 9,195 | 0.08 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5931.43 | 12,820 | 0.46 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 12583.39 | 15,325 | 0.82 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 2342.49 | 12,060 | 0.19 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 14925.88 | 15,325 | 0.97 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 26811.88 | 31,875 | 0.84 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 33297.88 | 31,875 | 1.04 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 5669.50 | 5,820 | 0.97 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 314.58 | 3,825 | 0.08 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 5984.08 | 5,820 | 1.03 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 10159.15 | 24,940 | 0.41 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 17143.77 | 45,650 | 0.38 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 27302.92 | 24,940 | 1.09 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 183.75 | 1,815 | 0.10 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 3571.83 | 6,990 | 0.51 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2317.75 | 1,815 | 1.28 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 6073.33 | 6,990 | 0.87 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 6513.83 | 13,540 | 0.48 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 7816.54 | 13,540 | 0.58 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 9.68 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| October 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| October 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 132 | 188 | 70.21% | | | | | | | |
| October 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 73 | 90 | 81.11% | | | | | | | |
| October 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 132 | 144 | 91.67% | | | | | | | |
| October 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 73 | 73 | 100.00% | | | | | | | |
| October 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 98:51 | 16 | 6:11 | | | | | | | |
| October 2018 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 72 | 72 | 100.00% | | | | | | | |
| October 2018 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| October 2018 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 120 | 120 | 100.00% | | | | | | | |
| October 2018 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 13 | 13 | 100.00% | | | | | | | |
| October 2018 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2018 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 47 | 50 | 94.00% | | | | | | | |
| October 2018 | Pre-Ordering | PO-5C-(b) | FOCs on Time for manual LSRs via Facsimile | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 7 | 10 | 70.00% | | | | | | | |
| ######### | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 204 | 205 | 99.51% | | | | | | | |
| ######### | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 48,548 | 48,548 | 100.00% | | | | | | | |
| ######### | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 48 | 48 | 100.00% | | | | | | | |
| ######### | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 271 | 272 | 99.63% | 6.05% | 5,900 | 5,911 | 99.81% | 4.31% | 0.2084 | -0.873302 |
| ######### | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 48 | 48 | 100.00% | | | | | | | |
| ######### | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 2,848,676 | 2,811,880 | 1.01 | | | | | | | |
| ######### | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 836.01 | 4,060 | 0.21 | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 28,800 | 28,800 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ######### | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,400 | 41,400 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,125 | 40,125 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 25,500 | 25,500 | 100.00% | | | | | | | |
| ######### | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| ######### | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 44 | 86 | 51.16% | 49.99% | -0.971377 | -1.590555 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 29 | 0.00% | | 1 | 138 | 0.72% | 8.48% | -0.418235 | -1.254269 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,442 | 0.00% | | 0 | 7,872 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 348 | 18,215 | 1.91% | 13.69% | -0.73792 | -1.448624 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 19 | 0.00% | | 0 | 300 | 0.00% | | | |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 88 | 0.00% | | 1 | 154 | 0.65% | 8.03% | -0.60499 | -1.367808 |
| ######### | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 197 | 0.00% | | 446 | 31,692 | 1.41% | 11.78% | -1.671698 | -2.01632 |
| ######### | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,088 | 0.00% | 0.00% | | | | | | -3 |
| ######### | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| ######### | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,088 | 0.00% | | | | | | | |
| ######### | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| ######### | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 127 | 127 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 288.89 | 1,536 | 0.19 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 306.37 | 720 | 0.43 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 595.26 | 1,536 | 0.39 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 267.00 | 2,225 | 0.12 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 4939.50 | 2,225 | 2.22 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 144.00 | 1,200 | 0.12 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4920.00 | 1,200 | 4.10 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 417.48 | 3,479 | 0.12 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 32076.38 | 3,479 | 9.22 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 32493.86 | 3,479 | 9.34 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 196.77 | 236 | 0.83 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 6682.77 | 236 | 28.32 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1578.61 | 1,397 | 1.13 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 6705.60 | 1,397 | 4.80 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 8284.21 | 1,397 | 5.93 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 123.61 | 360 | 0.34 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 89.62 | 720 | 0.12 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 213.23 | 360 | 0.59 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 1535.16 | 2,326 | 0.66 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 279.12 | 2,326 | 0.12 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 8536.42 | 2,326 | 3.67 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 10350.70 | 2,326 | 4.45 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 67.76 | 180 | 0.38 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 1302.71 | 180 | 7.24 | | | | | | | |
| ######### | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 1370.47 | 180 | 7.61 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 9.68 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| ######### | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 97 | 132 | 73.48% | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 65 | 81 | 80.25% | | | | | | | |
| ######### | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 97 | 100 | 97.00% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 65 | 67 | 97.01% | | | | | | | |
| ######### | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ######### | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 77:42 | 15 | 5:11 | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 63 | 63 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 95 | 95 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 9 | 9 | 100.00% | | | | | | | |
| ######### | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 27 | 28 | 96.43% | | | | | | | |
| ######### | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| August 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 216 | 217 | 99.54% | | | | | | | |
| August 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 48,788 | 48,788 | 100.00% | | | | | | | |
| August 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 47 | 47 | 100.00% | | | | | | | |
| August 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 212 | 212 | 100.00% | 0.00% | 4,671 | 4,695 | 99.49% | 7.13% | -1.020889 | -1.620656 |
| August 2018 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 47 | 47 | 99.96% | | | | | | | |
| August 2018 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,791,558 | 3,736,924 | 1.01 | | | | | | | |
| August 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 787.05 | 4,289 | 0.18 | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| August 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| August 2018 | 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% | | | | | | |
| August 2018 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 36 | 99 | 36.36% | 48.10% | -0.358459 | -1.217927 |
| August 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 9:05 | 3 | 3:02 | 1:13 | | | | | | |
| August 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 8:41 | 1 | 8:41 | 0:00 | 35163:25 | 480 | 73:15 | 84:29 | -0.763598 | -1.464235 |
| August 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 3 | 0.00% | | | | | | | |
| August 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 85 | 520 | 16.35% | 36.98% | -0.441619 | -1.268485 |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 33 | 0.00% | | 0 | 138 | 0.00% | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,778 | 0.00% | | 0 | 7,920 | 0.00% | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 28 | 0.00% | | 410 | 18,413 | 2.23% | 14.76% | -0.797937 | -1.485111 |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 19 | 0.00% | | 0 | 303 | 0.00% | | | |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 89 | 3.37% | 18.05% | 0 | 154 | 0.00% | | 1.663774 | 0.011503 |
| August 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 197 | 0.51% | 7.11% | 520 | 31,989 | 1.63% | 12.65% | -1.237023 | -1.752057 |
| August 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,232 | 0.00% | 0.00% | | | | | | -3 |
| August 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| August 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,232 | 0.00% | | | | | | | |
| August 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| August 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 171 | 171 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3286.28 | 11,838 | 0.28 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7545.61 | 8,278 | 0.91 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 10831.89 | 11,838 | 0.92 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 739.59 | 1,581 | 0.47 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 846.46 | 1,581 | 0.54 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 491.52 | 1,204 | 0.41 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 97.84 | 1,136 | 0.09 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 589.36 | 1,204 | 0.49 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1244.14 | 1,498 | 0.83 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 231.60 | 1,469 | 0.16 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 1475.74 | 1,498 | 0.99 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3143.75 | 3,560 | 0.88 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 9629.75 | 3,560 | 2.71 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 434.59 | 448 | 0.97 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 142.76 | 448 | 0.32 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 577.35 | 448 | 1.29 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1358.89 | 3,452 | 0.39 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 2272.86 | 6,866 | 0.33 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 3631.75 | 3,452 | 1.05 | | | | | | | |

| 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 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 23.00 | 225 | 0.10 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 251.48 | 490 | 0.51 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 286.95 | 225 | 1.28 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 561.43 | 490 | 1.15 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 685.11 | 1,664 | 0.41 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 38560.40 | 1,660 | 19.65 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 39245.51 | 1,664 | 23.59 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 1030.17 | 4,479 | 0.23 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 7477392.00 | 7,176 | 19.45 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25880.94 | 7,311 | 3.54 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 40974.96 | 4,568 | 8.97 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 3991.25 | 775 | 5.15 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 9368.80 | 3,346 | 2.80 | | | | | | | |
| August 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| August 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 100 | 126 | 79.37% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 90 | 105 | 85.71% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 100 | 102 | 98.04% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 90 | 91 | 98.90% | | | | | | | |
| August 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 26:15 | 10 | 2:37 | | | | | | | |
| August 2018 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 87 | 87 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 96 | 96 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 10 | 10 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| August 2018 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 24 | 24 | 100.00% | | | | | | | |
| July 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 197 | 199 | 98.99% | | | | | | | |
| July 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 50,356 | 50,356 | 100.00% | | | | | | | |
| July 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 47 | 47 | 100.00% | | | | | | | |
| July 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 183 | 183 | 100.00% | 0.00% | 4,613 | 4,650 | 99.20% | 8.88% | -1.188373 | -1.722479 |
| July 2018 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 47 | 47 | 100.00% | | | | | | | |
| July 2018 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,960,887 | 4,670,943 | 1.06 | | | | | | | |
| July 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 851.43 | 4,449 | 0.19 | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,900 | 42,900 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,820 | 41,820 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,880 | 26,880 | 100.00% | | | | | | | |
| July 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| July 2018 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 31 | 86 | 36.05% | 48.01% | 0.607662 | -0.630568 |
| July 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 34 | 0.00% | | 0 | 141 | 0.00% | | | |
| July 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,778 | 0.00% | | 0 | 7,944 | 0.00% | | | |
| July 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 38 | 0.00% | | 377 | 18,573 | 2.03% | 14.10% | -0.886402 | -1.538894 |
| July 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 19 | 0.00% | | 0 | 312 | 0.00% | | | |
| July 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 90 | 0.00% | | 0 | 157 | 0.00% | | | |
| July 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 201 | 0.00% | | 478 | 32,239 | 1.48% | 12.09% | -1.733865 | -2.054115 |
| July 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,232 | 0.00% | 0.00% | | | | | | -3 |
| July 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.01% | 0.04% | | | | | | -2.983941 |
| July 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,232 | 0.00% | | | | | | | |
| July 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.01% | | | | | | | |
| July 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| July 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 9 | 1 | 9.00 | 0.00 | | | | | | |
| July 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| July 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 240 | 240 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6428.73 | 19,481 | 0.33 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 16785.60 | 12,912 | 1.30 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 23214.33 | 19,481 | 1.19 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 4091.07 | 4,929 | 0.83 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 4634.07 | 4,929 | 0.94 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 927.57 | 1,893 | 0.49 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1439.94 | 1,398 | 1.03 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2367.51 | 1,893 | 1.25 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3075.82 | 3,751 | 0.82 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 5406.80 | 3,862 | 1.40 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 8482.62 | 3,751 | 2.26 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8379.72 | 7,759 | 1.08 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6597.55 | 5,737 | 1.15 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14977.27 | 7,759 | 1.93 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2640.37 | 1,153 | 2.29 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 658.35 | 1,197 | 0.55 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 3298.72 | 1,153 | 2.86 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 4044.30 | 6,630 | 0.61 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 8474.76 | 13,452 | 0.63 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 12519.06 | 6,630 | 1.89 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 142.32 | 1,186 | 0.12 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 892.86 | 1,941 | 0.46 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1199.25 | 975 | 1.23 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2234.43 | 1,941 | 1.15 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2125.53 | 3,729 | 0.57 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 55510.51 | 2,917 | 19.03 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 57636.04 | 3,729 | 15.46 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8186.34 | 4,902 | 1.67 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 8674.93 | 4,639 | 1.87 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66561.40 | 6,862 | 9.70 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25030.20 | 6,418 | 3.90 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 48752.54 | 3,569 | 13.66 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4295.10 | 834 | 5.15 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 18659.10 | 5,043 | 3.70 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3950.10 | 3,591 | 1.10 | | | | | | | |
| July 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5909.04 | 1,698 | 3.48 | | | | | | | |
| July 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 109 | 148 | 73.65% | | | | | | | |
| July 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 108 | 119 | 90.76% | | | | | | | |
| July 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 109 | 110 | 99.09% | | | | | | | |
| July 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 108 | 109 | 99.08% | | | | | | | |
| July 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 28:54 | 9 | 3:13 | | | | | | | |
| July 2018 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 107 | 107 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 102 | 102 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 9 | 9 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2018 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 27 | 27 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 219 | 221 | 99.10% | | | | | | | |
| June 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 58,909 | 58,909 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 45 | 45 | 100.00% | | | | | | | |
| June 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 210 | 210 | 100.00% | 0.00% | 5,234 | 5,256 | 99.58% | 6.46% | -0.921291 | -1.560105 |
| June 2018 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 45 | 45 | 100.00% | | | | | | | |
| June 2018 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,242,133 | 4,119,370 | 1.03 | | | | | | | |
| June 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 824.05 | 4,481 | 0.18 | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,340 | 29,340 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,340 | 29,340 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,340 | 29,340 | 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 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,700 | 41,700 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,485 | 40,485 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 26,580 | 26,580 | 100.00% | | | | | | | |
| June 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| June 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| June 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1:51 | 1 | 1:51 | 0:00 | 4:16 | 1 | 4:16 | 0:00 | | |
| June 2018 | Maintenance and Repair | 73:42 | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 35:57 | 2 | 17:58 | 7:36 | 28353:32 | 401 | 70:42 | 73:42 | -1.009439 | -1.613695 |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| June 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 72 | 453 | 15.89% | 36.56% | -0.613426 | -1.372937 |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 34 | 2.94% | 16.90% | 1 | 141 | 0.71% | 8.39% | 0.38067 | -0.768569 |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,682 | 0.00% | | 0 | 7,944 | 0.00% | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 38 | 0.00% | | 344 | 18,768 | 1.83% | 13.41% | -0.841472 | -1.511579 |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 19 | 0.00% | | 0 | 316 | 0.00% | | | |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 90 | 0.00% | | 1 | 157 | 0.64% | 7.96% | -0.605564 | -1.368157 |
| June 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 212 | 0.94% | 9.67% | 453 | 32,522 | 1.39% | 11.72% | -0.556646 | -1.338417 |
| June 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,232 | 0.00% | 0.00% | | | | | | -3 |
| June 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | -3 |
| June 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,232 | 0.00% | | | | | | | |
| June 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| June 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| June 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 708 | 708 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6620.14 | 19,471 | 0.34 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 16811.23 | 12,833 | 1.31 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 23431.37 | 19,471 | 1.20 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3989.25 | 4,925 | 0.81 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 4602.44 | 4,925 | 0.93 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 930.51 | 1,899 | 0.49 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1421.88 | 1,394 | 1.02 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2352.39 | 1,899 | 1.24 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3035.07 | 3,747 | 0.81 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 5787.00 | 3,858 | 1.50 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 8822.07 | 3,747 | 2.35 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8293.57 | 7,751 | 1.07 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6424.32 | 5,736 | 1.12 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14717.89 | 7,751 | 1.90 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2628.92 | 1,148 | 2.29 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 646.92 | 1,198 | 0.54 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 3275.84 | 1,148 | 2.85 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 4041.25 | 6,625 | 0.61 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 8739.25 | 13,445 | 0.65 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 12780.50 | 6,625 | 1.93 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 163.24 | 1,166 | 0.14 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 833.77 | 1,939 | 0.43 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1244.16 | 972 | 1.28 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2241.17 | 1,939 | 1.16 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2082.08 | 3,718 | 0.56 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 55320.21 | 2,907 | 19.03 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 57402.29 | 3,718 | 15.44 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8150.60 | 4,910 | 1.66 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 8720.46 | 4,614 | 1.89 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66562.56 | 6,848 | 9.72 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 24369.40 | 6,413 | 3.80 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 48550.32 | 3,549 | 13.68 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4253.90 | 826 | 5.15 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 18129.60 | 5,036 | 3.60 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3945.70 | 3,587 | 1.10 | | | | | | | |
| June 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5878.18 | 1,694 | 3.47 | | | | | | | |
| June 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 103 | 145 | 71.03% | | | | | | | |

| 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 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 72 | 96 | 75.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 103 | 105 | 98.10% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 72 | 72 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 17:13 | 17 | 1:01 | | | | | | | |
| June 2018 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 72 | 72 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 3 | 3 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 102 | 102 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 9 | 10 | 90.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 28 | 28 | 100.00% | | | | | | | |
| June 2018 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| May 2018 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 183 | 183 | 100.00% | | | | | | | |
| May 2018 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 54,840 | 54,840 | 100.00% | | | | | | | |
| May 2018 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 54 | 54 | 100.00% | | | | | | | |
| May 2018 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 194 | 194 | 100.00% | 0.00% | 4,198 | 4,212 | 99.67% | 5.76% | -0.78644 | -1.478122 |
| May 2018 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 54 | 54 | 100.00% | | | | | | | |
| May 2018 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,308,660 | 3,229,571 | 1.02 | | | | | | | |
| May 2018 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1008.27 | 5,023 | 0.20 | | | | | | | |
| May 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| May 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| May 2018 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| May 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| May 2018 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| May 2018 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EASE | Diagnostic | N/A | 27,960 | 27,960 | 100.00% | | | | | | | |
| May 2018 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| May 2018 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| May 2018 | 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% | | | | | | |
| May 2018 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 72:45 | 1 | 72:45 | 0:00 | 6623:19 | 139 | 47:39 | 36:39 | 0.738847 | -0.550813 |
| May 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1:27 | 1 | 1:27 | 0:00 | | | | | | |
| May 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2:45 | 1 | 2:45 | 0:00 | | | | | | |
| May 2018 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 6:38 | 1 | 6:38 | 0:00 | 15682:03 | 356 | 44:03 | 45:36 | -0.81932 | -1.498111 |
| May 2018 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 21 | 145 | 14.48% | 35.19% | -0.410116 | -1.249333 |
| May 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| May 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| May 2018 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 62 | 391 | 15.86% | 36.53% | -0.433554 | -1.263582 |
| May 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 34 | 2.94% | 16.90% | 0 | 142 | 0.00% | | 0.866231 | -0.473369 |
| May 2018 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 10,562 | 0.00% | | 0 | 7,992 | 0.00% | | | |
| May 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 38 | 2.63% | 16.01% | 283 | 18,902 | 1.50% | 12.14% | 0.158287 | -0.903768 |
| May 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 19 | 0.00% | | 1 | 325 | 0.31% | 5.54% | -0.235378 | -1.1431 |
| May 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 90 | 1.11% | 10.48% | 0 | 158 | 0.00% | | 0.350709 | -0.786784 |
| May 2018 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 213 | 0.47% | 6.84% | 391 | 32,745 | 1.19% | 10.86% | -0.970438 | -1.589985 |
| May 2018 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 130 | 145 | 89.66% | 30.45% | -0.338518 | -1.205804 |
| May 2018 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 1 | 2,232 | 0.03% | 0.18% | | | | | | -2.918065 |
| May 2018 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,421 | 0.00% | 0.00% | | | | | | |
| May 2018 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 2,232 | 0.03% | | | | | | | -3 |
| May 2018 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,421 | 0.00% | | | | | | | |
| May 2018 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 38 | 39 | 97.44% | 15.81% | -0.160181 | -1.097383 |
| May 2018 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 3 | 66.67% | 47.14% | -0.612372 | -1.372296 |
| May 2018 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 9 | 1 | 9.00 | 0.00 | 9 | 1 | 9.00 | 0.00 | | |
| May 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | 0.00% | | |
| May 2018 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 134 | 146 | 91.78% | 27.47% | -0.298233 | -1.181313 |
| May 2018 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 453 | 453 | 100.00% | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 6811.70 | 19,462 | 0.35 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 16679.00 | 12,830 | 1.30 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 23490.70 | 19,462 | 1.21 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 3934.40 | 4,918 | 0.80 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 4619.35 | 4,918 | 0.94 | | | | | | | |

| 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 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 946.00 | 1,892 | 0.50 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 1404.91 | 1,391 | 1.01 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 2350.91 | 1,892 | 1.24 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3068.44 | 3,742 | 0.82 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 6548.40 | 3,852 | 1.70 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 9616.84 | 3,742 | 2.57 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 8209.70 | 7,745 | 1.06 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6303.00 | 5,730 | 1.10 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 14512.70 | 7,745 | 1.87 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2592.34 | 1,142 | 2.27 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 621.40 | 1,195 | 0.52 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 3213.74 | 1,142 | 2.81 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 4105.02 | 6,621 | 0.62 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 8600.96 | 13,439 | 0.64 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 12705.98 | 6,621 | 1.92 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 174.45 | 1,163 | 0.15 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 813.54 | 1,937 | 0.42 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1249.30 | 961 | 1.30 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2237.29 | 1,937 | 1.16 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2208.60 | 3,681 | 0.60 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 55215.06 | 2,903 | 19.02 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 57423.66 | 3,681 | 15.60 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8142.30 | 4,905 | 1.66 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 8622.57 | 4,611 | 1.87 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 66699.75 | 6,841 | 9.75 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 25006.80 | 6,412 | 3.90 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 48558.43 | 3,547 | 13.69 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4171.50 | 810 | 5.15 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 18618.40 | 5,032 | 3.70 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 3582.00 | 3,582 | 1.00 | | | | | | | |
| May 2018 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5854.32 | 1,692 | 3.46 | | | | | | | |
| May 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 107 | 134 | 79.85% | | | | | | | |
| May 2018 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 84 | 98 | 85.71% | | | | | | | |
| May 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 107 | 108 | 99.07% | | | | | | | |
| May 2018 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 84 | 85 | 98.82% | | | | | | | |
| May 2018 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 32:28 | 18 | 1:48 | | | | | | | |
| May 2018 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 84 | 84 | 100.00% | | | | | | | |
| May 2018 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 104 | 104 | 100.00% | | | | | | | |
| May 2018 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 9 | 9 | 100.00% | | | | | | | |
| May 2018 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 23 | 23 | 100.00% | | | | | | | |
| May 2018 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 6 | 6 | 100.00% | | | | | | | |