

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington September 2016 - September 2017

Statistical parameters used to calculate whether PAP standards have been met or missed, and any applicable PAP payments, are sometimes required to be different than those used to calculate performance in this report. See the Reading Reports link on CenturyLink's Wholesale Website for details.

October 13, 2017

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator (CTL-Q Denominator	CTL-Q Result C1	L-Q Standard Deviation	Modified Z Score	Parity Score
eptember 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,618	1,623	99.69%							
eptember 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,053,953	1,053,953	100.00%							
September 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
September 2017		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,136	2,142	99.72%	5.29%	51,391	51,958	98.91%	10.39%	-3.541261	-3.15293
September 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
p	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	5,203,914	4,733,144	1.10							
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4367.93	26,443	0.17							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,340	29,340	100.00%							
September 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
September 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							
September 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
September 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	8	87.50%	33.07%	8	14	57.14%	49.49%	-1.384095	-1.84147
September 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	80.00%							
September 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	15	24	62.50%							
September 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	28	28.57%	45.18%	8	13	61.54%	48.65%	1.663137	0.011116
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	7	12	58.33%	49.30%	-0.159464	-1.096947
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
September 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	7	13	53.85%	49.85%	-1.218899	-1.741038
September 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	11	15	73.33%	44.22%	371	601	61.73%	48.60%	-0.913234	-1.555207
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:03	7	3:09	1:45	56:17	13	4:20	2:37	-0.961914	-1.584802
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:56	5	2:35	1:32	11:21	3	3:47	0:37	-2.645608	-2.608415
September 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	142:16	24	5:56	8:46	11:21	3	3:47	0:37	1.439531	-0.124827
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	150:59	28	5:24	2:34	50:21	12	4:12	2:33	1.126391	-0.315203
September 2017		MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	546:04	51	10:42	6:35	98094:15	2,890	33:57	35:15	-4.666881	-3.837262
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	42:37	6	7:06	7:40	67:45	7	9:41	10:25	-0.44427	-1.270097
September 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:52	1	0:52	0:00						
September 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:38	2	2:49	1:05	76:53	8	9:37	9:39	-0.890511	-1.541392
September 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	32:27	2	16:13	7:54	29156:47	756	38:34	43:35	-0.724023	-1.440175
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	1,169	1.20%	10.88%	26	2,154	1.21%	10.92%	-0.023826	-1.014485
September 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,520	0.00%	0.38%	0	55,812	0.00%			
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%		3,250	297,561	1.09%	10.39%	-0.757709	-1.460654
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220	0.00%		27	2,457	1.10%	10.43%	-1.497851	-1.910628
September 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,764	0.28%	5.32%	3	959	0.31%	5.58%	-0.13113	-1.079722
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	13.260	0.18%	4.25%	3	959	0.31%	5.58%	-0.705978	-1.429204
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	30	4,176	0.72%	8.45%	26	2.192	1.19%	10.83%	-1.638056	-1.995867
September 2017	Maintenance and Renair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		27	2 447	1.10%	10.45%	-0 446497	-1.271451
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	53	21.614	0.25%	4.95%	3.975	445.984	0.89%	9.40%	-9.869832	-7.000432
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	13	33.888	0.04%	0.24%	0,010	440,004	0.0070	0.4070	0.000002	-2.886013
September 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	13.015	0.01%	0.07%						-2.964595
September 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	33.888	0.01%	0.0170						2:004000
September 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q Fall Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	13,087	0.03%							
	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	13,007	100.00%	0.00%	709	715	99 16%	9 12%	-0.159002	-1.096667
September 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	709	5	100.00%	0.00%	-0.138002	-1.030007
September 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	91	91	100.00%	0.0078	3	3	100.0076	0.0076		
September 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	20	65.00%	47.70%						
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	29	30	96.67%	47.70%						
September 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19	19	100.00%							
September 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk		N/A	19	19	100.00%	0.00%			100.00%	0.00%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	90.00%	5	5	100.00%	0.00%	2	2	100.00%	0.00%		
		OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas		Parity Parity	90.00% N/A	5	5	100.00%	0.00%	4		100.00%	0.00%		
	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Panty Benchmark	N/A 90.00%	1 6	7	100.00% 85.71%	0.00%	1	1	100.00%	0.00%		
September 2017 September 2017		OP-3E OP-4C	Interval Zone 2 Areas No dispatches	Unbundled Loop Analog Residence	Parity	90.00% N/A	6	/	85.71%	0.00	301	271	1.11	0.57	-0.192807	-1.117219
September 2017 September 2017	Ordering and Provisioning Ordering and Provisioning	OP-4C OP-4D	No dispatches Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Panty Benchmark	N/A 6.00	225	77	2.92	0.00	301	2/1	1.11	0.57	-0.192807	-1.11/219
September 2017 September 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		5.50	225	20	7.30							
		OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas		Benchmark Benchmark	6.00	146		7.30 4.60							
	Ordering and Provisioning			Unbundled Loop Analog				30								
September 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00 N/A	15	3	5.00	0.00						
September 2017	Ordering and Provisioning	01 42	Interval Zone 2 Areas	LIS Trunk	Parity	1471	8	1	8.00	0.00						
September 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	15	5	3.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	33	7	4.71							
September 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,472	3,478	99.83%							
September 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6435.00	19,500	0.33							
September 2017			Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15360.00	12,800	1.20							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21795.00	19,500	1.12							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3963.33	4,893	0.81							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4484.27	4,893	0.92							
September 2017		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	696.00	1,740	0.40							
September 2017			Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.24	1,206	1.04							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1950.24	1,740	1.12							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3118.08	3,712	0.84							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7980.00	3,800	2.10							
September 2017			Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11098.08	3,712	2.99							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7699.23	7,623	1.01							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6555.13	5,801	1.13							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14254.36	7,623	1.87							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2374.02	1,089	2.18							
September 2017									0.57							
September 2017 September 2017		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	649.80	1,140	0.57							

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3684.80	6,580	0.56							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7859.39	13,321	0.59							
ptember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11544.19	6,580	1.75							
ptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.31	1,097	0.23							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	860.20	1,870	0.46							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1176.00	980	1.20							
eptember 2017		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2288.51	1,870	1.22							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2461.60	3,620	0.68							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51555.12	2,712	19.01							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54016.72	3,620	14.92							
eptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8243.91	4,821	1.71							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8047.38	4,521	1.78							
eptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67019.40	6,895	9.72							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26446.14	6,342	4.17							
September 2017		PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47981.96	3,482	13.78							
eptember 2017		PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3997.40	790	5.06							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17581.59	5,009	3.51							
eptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3615.60	3,013	1.20							
eptember 2017		PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5501.40	1,590	3.46							
eptember 2017		PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,175	2,777	78.32%							
eptember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	42	61.90%							
eptember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	356	420	84.76%							
eptember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,175	2,185	99.54%							
eptember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	26	100.00%							
eptember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	356	358	99.44%							
eptember 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	101:18	4	25:20							
eptember 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	765:18	301	2:33							
September 2017		PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	25	25	100.00%							
September 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	351	354	99.15%							
September 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,973	1,975	99.90%							
September 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
eptember 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	129	129	100.00%							
September 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	521	522	99.81%							
eptember 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
eptember 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
eptember 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	10	16	62.50%	48.41%	3	72	4.17%	6 19.98%	-10.56207	7 -7.4212
August 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,740	1,742	99.89%							
August 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,108,807	1,108,807	100.00%							
August 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,696	5,696	100.00%							
August 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,785	2,793	99.71%	5.34%	86,255	86,726	99.46%	6 7.35%	-1.816588	B -2.1044
August 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,696	5,696	100.00%							
August 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,803,802	4,428,264	1.08							
August 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5383.47	31,907	0.17							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
August 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
August 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
August 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
August 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	9	88.89%	31.43%	14	15	93.33%	6 24.94%	-0.304339	9 -1.1850
ugust 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ugust 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	80.00%							
August 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	17	26	65.38%							
ugust 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29	39	74.36%	43.67%	10	11	90.91%			7 -0.5549
ugust 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	12	14	85.71%	6 34.99%	0.38532	2 -0.7657
ugust 2017	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%	0	1	0.00%			
ugust 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
ugust 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	9	55.56%	49.69%	12	15	80.00%	6 40.00%	0.814728	B -0.504
ugust 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	7	57.14%	49.49%	307	573				
ugust 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	1,524	3,489	43.68%	6 49.60%	-1.605386	6 -1.9760
August 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	23:04	1	23:04	0:00	94342:50	2,421				
ugust 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	22:24	1	22:24	0:00	24392:25	741				
ugust 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29:36	9	3:17	1:48	25:27	12				
ugust 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	89:00	1	89:00	0:00			1.0	1.14		-
ugust 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:59	5	2:36	1:47	7:02	1	7:02	2 0:00		_
ugust 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112:45	26	4:20	2:38	7:02		7:02			_
ugust 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	139:22	39	3:34	3:06	19:02	10				6 0.064
ugust 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	462:52	60	7:43	8:07	102826:32					
ugust 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:21	2	3:40	2:00	50:36	9	5:37			
ugust 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	78:09	1	78:09	0:00	792:49	1	792:49			1.140
ugust 2017 ugust 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3:45	- 1	3:45	0:00	102.40		7.02.40	0.00		_
ugust 2017	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	37:13	9	4:08	2.23	55:02	10	5:30	0 9-58	-0.298867	7 -1 181
ugust 2017 ugust 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	36:21	9	9:05	9:59	26376:01	789	0.00			
ugust 2017 ugust 2017	Maintenance and Repair	MR-7A	Renair Reneat Rort Rate-Disp w/I MSA	Residence	Parity	N/A	36:21	4	0.00%	9:59	26376:01					
ugust 2017 ugust 2017	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/l MSA	SUB-LOOP UNBUNDLING	Parity	N/A	U	1	0.00%	0.00%	200	2,419	0.00%		0.0000.0	-1.213
ugust 2017 ugust 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp w/l MSA Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	105	746				9 -1.245
	Maintenance and Repair Maintenance and Repair	MR-7B		SUB-LOOP UNBUNDLING	Parity	N/A N/A	U	1	0.00%	0.00%	105	746	14.08%			-1.245
ugust 2017	Maintenance and Repair Maintenance and Repair	MR-7B MR-7D	Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1			N/A N/A	0	1	0.00%	0.00%	0	19				5 -1.775
ugust 2017 ugust 2017		MR-7D MR-7D		Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A		9	0.00%	0.00%	4	19	21.05%	40.77%	-1.2/6155	-1./75
ugust 2017	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity		0	1						6 0.00%		
gust 2017	Maintenance and Repair					N/A	0	5	0.00%	0.00%	Λ		0.00%			

August 2017	PID Category	PID MD 7D	PID Title Repair Repeat Report Rate-Zone 1	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator			C1L-Q Numerator	C1L-Q Denominator		CTL-Q Standard Deviation 1	Modified Z Score	
ugust 2017	Maintenance and Repair	MR-7D MR-7D		Unbundled Loop - 2 Wire Non-Loaded	Panty	N/A N/A	2		7.69%	26.65%	0	1	0.00% 21.05%	0.00% 40.77%		-1.87916 -1.57546
ugust 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity		4	39	10.26%	30.34%	4				-0.946553	
igust 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	60	3.33%	17.95%	335	3,228	10.38%	30.50%	-1.772843	-2.0778
gust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1	15	6.67%	24.94%	-0.355036	-1.2158
igust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
ugust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
gust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	9	0.00%	0.00%	1	15	6.67%	24.94%	-0.633866	-1.3853
ugust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	127	929	13.67%	34.35%	-0.794167	-1.4828
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,178	0.93%	9.62%	29	2,185	1.33%	11.44%	-0.951146	-1.5782
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,568	0.00%	0.54%	1	56,365	0.00%	0.42%	0.461138	-0.7196
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	51	3.92%	19.41%	3,424	301,392	1.14%	10.60%	1.203244	-0.268
August 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	221	0.90%	9.47%	34	2,489	1.37%	11.61%	-0.565869	-1.3440
August 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,803	0.28%	5.26%	1	975	0.10%	3.20%	1.373346	-0.1650
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	27	13,357	0.20%	4.49%	1	975	0.10%	3.20%	0.937752	-0.4298
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48	4,243	1.13%	10.58%	26	2,226	1.17%	10.74%	-0.130659	-1.0794
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		34	2,480	1.37%	11.63%	-0.498399	-1.3030
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	64	21,805	0.29%	5.41%	4,157	450,840	0.92%	9.56%	-9.483998	-6.7658
ugust 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,149	2,419	88.84%	31.49%	-0.354384	-1.215
ugust 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	679	746	91.02%	28.59%	-0.313915	-1.1908
ugust 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	33,888	0.03%	0.23%						-2.9169
ugust 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6	13,087	0.05%	0.36%						-2.8564
ugust 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	9	33,888	0.03%							
ugust 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	6	13,087	0.05%							
ugust 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	34	1	34.00							
ugust 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	1	2.00	0.00						
ugust 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	3	1	3.00	0.00	760	1	760.00	0.00		
ugust 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%						
ugust 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	1	0.00%	0.00%		
August 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	13	13	100.00%	0.00%	7	7	100.00%	0.00%		
ugust 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	53	53	100.00%							
ugust 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	19	24	79.17%	40.61%	2	3	66.67%	47.14%	-0.433013	-1.2632
ugust 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45	48	93.75%							
ugust 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	1	1	100.00%	0.00%		
ugust 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0	2	0.00%	******						
ugust 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%						
ugust 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	7	100.00%	0.0070						
ugust 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	2	1	3.00							
August 2017	Ordering and Provisioning	OP-4A	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	85	31	2.74							
August 2017 August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	97	17	5.71							
		OP-4D				6.00	259	17	5.71							
August 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark											
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	20	2	10.00							
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	35	7	5.00							
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	21	21	100.00%	0.00%	11	11	100.00%	0.00%		
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	4	5	80.00%	40.00%	-0.456435	-1.27749
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	56	56	100.00%	0.00%	6	7	85.71%	34.99%	-1.01835	-1.61911
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	29	96.55%	18.25%	3	4	75.00%	43.30%	-0.933154	-1.56731
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	56	56	100.00%	0.00%	1,773	1,895	93.56%	24.54%	-1.934619	-2.17616
August 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,931	5,944	99.78%							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST		B1/A		3,044								
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)		Diagnostic	N/A	6681.68	19,652	0.34							
August 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic Diagnostic	N/A			0.34 1.30							
ugust 2017	Pre-Ordering	PO-1-IIVIA GUI	Pre-Order Response Times (Address Validation)	RESPONSE TOTAL			6681.68	19,652								
ugust 2017					Diagnostic	N/A	6681.68 16737.50	19,652 12,875	1.30							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic Diagnostic	N/A N/A	6681.68 16737.50 23419.18	19,652 12,875 19,652	1.30 1.19							
		PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL REQUEST	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	6681.68 16737.50 23419.18 4329.60	19,652 12,875 19,652 4,920	1.30 1.19 0.88							
ugust 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	TOTAL REQUEST TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	6681.68 16737.50 23419.18 4329.60 4853.48	19,652 12,875 19,652 4,920 4,920	1.30 1.19 0.88 0.99							
ugust 2017 ugust 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL REQUEST TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	6681.68 16737.50 23419.18 4329.60 4853.48 725.70	19,652 12,875 19,652 4,920 4,920 1,770	1.30 1.19 0.88 0.99 0.41							
ugust 2017 ugust 2017 ugust 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Schoduler) Pre-Order Response Times (Appt. Schoduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL REQUEST TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80	19,652 12,875 19,652 4,920 4,920 1,770 1,220	1.30 1.19 0.88 0.99 0.41 1.09							
ugust 2017 ugust 2017 ugust 2017 ugust 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600	1.30 1.19 0.88 0.99 0.41 1.09 1.16							
august 2017 august 2017 august 2017 august 2017 august 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Eacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A	6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 3,717	1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15							
august 2017 august 2017 august 2017 august 2017 august 2017 august 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL	Diagnostic	N/A	6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00 7991.55	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 3,717	1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15							
august 2017 august 2017 august 2017 august 2017 august 2017 august 2017 august 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Andress Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Eacility Assignment) Pre-Order Response Times (Facility Check)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REGUEST RESPONSE	Diagnostic	N/A	6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00 7991.55 11015.55 7900.00	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 3,717 3,600 7,900	1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15 3.06							
august 2017 august 2017 august 2017 august 2017 august 2017 august 2017 august 2017 august 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00 7991.55 11015.55 7900.00 6840.00	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 3,717 3,600 7,900 5,700	1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15 3.06 1.00							
august 2017 august 2017 august 2017 august 2017 august 2017 august 2017 august 2017 august 2017 august 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gatlity Check) Pre-Order Response Times (Get CSR)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00 7991.55 7900.00 6840.00	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 3,717 3,600 7,900 5,700	1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15 3.06 1.00							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REOUSST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REGUEST RESPONSE TOTAL REGUEST	Diagnostic	N/A	6681.68 16737.50 23419.81 4329.60 4653.48 725.70 1328.80 2055.50 3024.00 7991.55 51015.55 7900.00 6840.00 14740.00	19,652 12,875 19,652 4,920 1,770 1,220 1,770 3,600 3,717 3,600 7,900 7,900 1,000	1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15 3.06 1.00 1.20							
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ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Aptl. Scheduler) Pre-Order Response Times (Aptl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Time Reservation)	TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT	Diagnostic	N/A	681.88 16737.50 23419.18 4329.60 4653.48 725,70 1329.80 2055.50 3024.00 7991.55 7900.00 14740.00 2343.50 660.00 3003.50 3380.00 7820.00 11300.00	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,777 3,600 7,900 7,900 1,030 1,200 1,030 6,500 1,200 6,500	1.30 1.19 0.88 0.99 0.41 1.09 1.16 2.55 3.06 1.20 1.20 1.27 5.55 2.76 0.55 2.76 0.60 1.74							
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gust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Eapt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (CAC Schoduler XML)	TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	6881.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00 7991.55 11015.55 7900.00 6840.00 14740.00 2243.59 660.00 3003.50 30880.00 7920.00 11300.00 224.50 855.00 1261.00 2390.50 1261.00 2390.50 51415.85	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 7,700 1,0	1.30 1.19 0.88 0.99 0.41 1.09 1.10 0.84 2.15 3.06 1.00 1.20 1.87 2.15 2.76 0.55 2.76 0.60 1.77 0.25 0.45 1.26 0.45 1.26 0.45 1.27 1.27 1.27 1.27 1.27 1.27 1.27 1.27							
gust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Andress Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Earlity Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL REQUEST TOTAL REQUEST TOTAL REOUST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	681.68 1673.50 23419.18 4329.60 4353.48 725.70 1328.80 2055.50 3024.00 6940.00 14740.00 2434.50 660.00 14740.00 274.55 660.00 277.50 685.00 277.50 685.00 277.50 685.00 277.50 685.00 277.50 685.00 285.50 2890.50 2890.50 2890.50 2890.50 2890.50 2890.50 2890.50 2890.50 2890.50	19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 7,900 1,200 1,200 1,200 1,300 1,200 1,300 1,200 1,300 1,200 1,3	1.30 1.19 0.88 0.99 0.94 1.10 0.84 2.15 3.06 1.00 1.20 1.20 1.20 0.52 0.65 0.52 0.60 1.74 0.62 0.63 0.70 1.28 0.70 1.28 0.70 1.28 0.70 1.28 0.70 1.28 0.70 1.28 0.70 1.28 0.70 0.70 0.70 0.70 0.70 0.70 0.70 0.7							

Month	PID Category	PID PO-1-XML	PID Title Pre-Order Response Times (Meet Point Inquiry XML)	Product Category		Benchmark N/Δ	CLEC Numerator C	CLEC Denominator 785	CLEC Result Cl	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	modified ∠ Score	Parity Score
ugust 2017	Pre-Ordering			XML Request/Response	Diagnostic	N/A N/A			0.04							
ugust 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic		17500.00	5,000	3.50							
ugust 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3900.00	3,000	1.30							_
ugust 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5781.66	1,671	3.46							_
ugust 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,195	2,767	79.33%							
ugust 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	50	40.00%							
ugust 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	393	80.66%							
ugust 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,195	2,207	99.46%							
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	20	100.00%							
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	321	98.75%							
ugust 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	101:39	4	25:25							
August 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	575:56	298	1:56							
August 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	20	20	100.00%							
August 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	321	321	100.00%							
ugust 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,999	1,999	100.00%							
August 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%							
August 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	121	122	99.18%							
ugust 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	516	516	100.00%							
August 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.00%							
lugust 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	22	13.64%	34.32%	3	77	3.90%	19.35%	-2.082207	-2.2658
uly 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,949	1,952	99.85%							
uly 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,134,487	1,134,487	100.00%							
uly 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%							
uly 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.848	2.860	99.58%	6.46%	54.614	55.185	98.97%	10.12%	-3.169733	-2.9270
luly 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%		,	,		7.20		
luly 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,045,810	3.766.648	1.07							
luly 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4837.32	29,943	0.16							
July 2017 July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
July 2017 July 2017		GA-1		SIA		N/A	29,880	29,880	100.00%							-
	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XMI	Diagnostic	N/A N/A	29,880	29,880	100.00%							-
July 2017 July 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-1 GA-3	Gateway Availability - LSR Gateway Availability - Repair	EBTA	Diagnostic Diagnostic	N/A N/A	29,880 42.840	29,880 42.840	100.00%							-
		GA-3				N/A N/A	42,840 41,565	42,840 41.565	100.00%							-
July 2017	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic			,								
July 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
July 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
July 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	10	10	100.00%	0.00%		
July 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	5	20.00%							
July 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	12	20	60.00%							
July 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	20	35	57.14%	49.49%	13	15	86.67%	33.99%	1.736055	0.0554
July 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	6	66.67%	47.14%	4	10	40.00%	48.99%	-1.054093	-1.6408
July 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
July 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
July 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	4	10	40.00%	48.99%	-0.430331	-1.2616
July 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	9	11.11%	31.43%	202	489	41.31%	49.24%	1.530916	-0.0692
July 2017	Maintenance and Renair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBLINDLING	Parity	N/A	1	4	25.00%	43.30%	1.168	3.486				
July 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	17:26	1	17:26	0:00	126966:29	2.637	48:09	38:56	-0.788876	-1.4796
July 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP LINBUNDLING	Parity	N/A	185:37	3	61:52	11:37	27789:35	651	42:41			
July 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:57	2	1:28	0:30	16:31	6	2:45			0.0000
July 2017 July 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	42:03	5	8:25	7:36	2:10	- 1	2:10			-1.0030
July 2017 July 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A	105:00	20	5:15	9:52	2:10	1	2:10			-
July 2017 July 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable		N/A	124:15	35	3:33	9.52	32:25	11				-0.2543
		MR-6D			Parity	N/A		49	8:37							
luly 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity		422:27			6:15	129743:19	2,772				
July 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:08	6	5:51	5:41	44:47	8	5:36	3:57	0.347787	7 -0.788
July 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	955:53	1	955:53	0:00						
July 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1:36	1	1:36	0:00						
July 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:56	8	3:37	1:31	44:47	8	5:36		-1.002525	
luly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:34	3	9:51	0:03	29003:48	685			-0.881673	-1.5360
July 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	2				
July 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	1	3	33.33%	47.14%	0	2	0.00%		-0.253347	-1.1540
luly 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	15				
July 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	5	0.00%	0.00%	0	1	0.00%			
luly 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	20	5.00%	21.79%	0	1	0.00%	0.00%	-1.668391	-2.014
July 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	35	8.57%	27.99%	0	15	0.00%	0.00%	0.429091	-0.7391
July 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	49	14.29%	34.99%	402	3,184	12.63%	33.21%	0.182253	-0.8891
luly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	2	10	20.00%	40.00%	-0.161374	-1.0981
luly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						-
luly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
uly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	2	10	20.00%	40.00%	-1.054093	-1.6408
uly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	96	782			-0.6467	
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	1.202	0.67%	8.13%	20					
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,496	0.00%	0.38%		56,245	0.00%		0.701470	1.4204
uly 2017 uly 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%	0.00%	3.312	304.716	1.09%		-0.755849	-1.4595
uly 2017 uly 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	4	220	1.82%	13.36%	25	2,522	0.99%		0.844334	
uly 2017 uly 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A N/A	4	1 839	0.27%	13.36%	25	2,522				
,	· · · · · · · · · · · · · · · · · · ·				Parity			.,,	0.00.70		1	***	0			
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	21	13,549	0.15%	3.93%	1	973			0.491018	
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	43	4,290	1.00%	9.96%	25	2,252	1.11%		-0.395355	
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		25	2,513	0.99%		-0.446517	-1.271
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	52	22,038	0.24%	4.85%	3,966	454,947	0.87%	9.30%	-9.915983	
uly 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	33,720	0.02%	0.13%						-2.954
uly 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,087	0.00%	0.03%						-2.992
uly 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	33,720	0.02%							
uly 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,087	0.00%							

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
uly 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	11	1	11.00							
y 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	6	2	3.00	0.00	350	1	350.00			
y 2017	Ordering and Provisioning	OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A N/A	1	1	1.00	0.00	41,447	317			-0.648144	-1.3940
y 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A N/A	2	2	100.00%	0.00%	140	1 317	100.00% 44.16%		_n 88796	-1.5398
ly 2017 ly 2017	Ordering and Provisioning	OP-3C	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	1	100.00%	0.00%	765	771	44.1070		-0.88796	1.0000
	Ordering and Provisioning	OP-3C	No dispatches Interval Zone 1 Areas	Residence	Parity Benchmark	N/A 90.00%	1	1	0.00%	0.00%	/65	771	99.22%	8.79%	-0.088504	-1.0538
lly 2017 lly 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	116	123	0.0010							
		OP-3D	Interval Zone 1 Areas			90.00% N/A	20	123		40.00%						
uly 2017 uly 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Benchmark	N/A 90.00%	20			40.00%						
		OP-3D OP-3E	Interval Zone 1 Areas		Benchmark	90.00%	31	36	100.00%							
uly 2017 ulv 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	90.00% N/A	2	2	100.00%	0.00%						
		OP-3E OP-3E				90.00%	8	1		0.00%						
uly 2017 ulv 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark Benchmark	90.00%	8	12	100.00%							
uly 2017 uly 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-4C	No dispatches	Residence	Parity	90.00% N/A	1	1	1.00	0.00	361	292	1.24	0.58	-0.405063	-1.2462
uly 2017 ulv 2017	Ordering and Provisioning Ordering and Provisioning	OP-4C OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	12	1	12.00	0.00	361	292	1.24	0.58	-0.405063	-1.2462
uly 2017 uly 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	364	86	4.23							
uly 2017 uly 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	364									
		OP-4D OP-4D						25								
uly 2017 ulv 2017	Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	189	39	4.85 5.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas		Benchmark	6.00		1								
uly 2017	Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	37	8	4.63							
uly 2017	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00 N/A	5	1	5.00							
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity		2	2	100.00%	0.00%	2	2	100.00%	0.00%		-1.1977
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1,966	2,174			-0.325192	
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	137	143		20.05%	2	2	100.00%		-1.396235	
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	25		19.60%	1	1	100.00%	0.0010	-1.768825	
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	38	40	95.00%	21.79%	1,656	1,775	93.30%	25.01%	-0.426199	-1.2591
uly 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,422	3,427	99.85%							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6375.27	19,319	0.33							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15832.56	12,872	1.23							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22207.83	19,319	1.15							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3289.26	4,217	0.78							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3776.11	4,217	0.90							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.60	1,760	0.41							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1310.04	1,213	1.08							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2031.64	1,760	1.15							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3219.57	3,879	0.83							
luly 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7982.95	3,713	2.15							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11202.52	3,879	2.89							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8154.64	7,841	1.04							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6608.16	5,648	1.17							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14762.80	7,841	1.88							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2272.47	1,077	2.11							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	690.78	1,191	0.58							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2963.25	1,077	2.75							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3343.08	6,429	0.52							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7778.56	13,184	0.59							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11121.64	6,429	1.73							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	228.90	1,090	0.21							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	791.20	1,978	0.40							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1248.00	960	1.30							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2268.10	1,978	1.15							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2236.00	3,440	0.65							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	50227.52	2,638	19.04							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	52463.52	3,440	15.25							
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8737.47	4,623	1.89							
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8418.18	4,866	1.73							
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67725.40	6,982	9.70							
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26144.10	6,315	4.14							
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47393.89	3,467								
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3925.64	782	5.02							
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15014.61	4,797	3.13							
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3716.12	3,046	1.22							
luly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5715.92	1,652	3.46							
ulv 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2.121	2.635	80.49%							
luly 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	70	47.14%							
uly 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	442								
uly 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2.121	2.132	99.48%							
uly 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33								
uly 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	367	98.37%							
uly 2017 uly 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3:29	307	3:29							
uly 2017 uly 2017	Pre-Ordering Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate Product Aggregate	Diagnostic	N/A	460:55	307	1:30							
uly 2017 uly 2017	Pre-Ordering Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95 00%	400.33	307	100.00%							
uly 2017 uly 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	350	359	97.49%							
uly 2017 uly 2017	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1.931	1.965								
uly 2017 uly 2017	Pre-Ordering Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs		Benchmark	90.00%	1,931	1,965	100.00%							
uly 2017 uly 2017	Pre-Ordering Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	90.00%	116	120	96.67%							
uly 2017 uly 2017	Pre-Ordering Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs LNP	Benchmark Benchmark	90.00%	116	120	100.00%							
				LNP	Benchmark	90.00%	449	449	100.00%							
uly 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile			00.0070	1	1								
uly 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13								
ıly 2017	Pre-Ordering Billing	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	22		41.91%	4	80	5.00%	21.79%	-3.378714	-3.0541
June 2017		BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.356	1.357	99.93%							

	PID Category	PID	PID Title	Product Category	Standard	Benchmark		CLEC Denominator 1 157 225		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
une 2017	Billing Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A N/A	1,154,302 8,848	1,157,225 8.848								
une 2017		BI-3B BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic					3.84%	62 770	0.4.500	00 700/	10.97%	4.074504	-4.02429
ine 2017	Billing	BI-4A BI-4B	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,702	2,706		3.84%	63,779	64,566	98.78%	10.97%	-4.974524	-4.0242
ine 2017	Billing	CP-2C	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	8,848	8,848								
ine 2017 ine 2017	Collocation Database Undates	DB-1B	Collocations with Intervals Longer than 120 Days	LIDB	Diagnostic Diagnostic	N/A N/A	3 753 640	3 491 456	100.00%							
une 2017 une 2017	Database Updates Database Updates	DB-1B DB-1C-1	All	Directory Listing	Diagnostic	N/A	5321.72	3,491,456								
une 2017 une 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI		N/A	29.520	30,635								
une 2017 une 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520								
une 2017 une 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XMI	Diagnostic Diagnostic	N/A	29,520	29,520								
une 2017	Electronic Gateway Availability	GA-3	Gateway Availability - LSR Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760								
une 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740								
une 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880								
une 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,000	20,000	100.0076							
lune 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
lune 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	0	88.89%	31.43%	5	a	55.56%	49.69%	-1.423025	-1.8651
June 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	2		0.00%	0	1	0.00%	0.00%	1.420020	1.0001
June 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2		40.00%	0.0070	Ü		0.0070	0.0070		
June 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	12	18								
lune 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	38		49.72%	4	8	50.00%	50.00%	-0.270604	-1.1645
lune 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	3		47.14%	6			48.99%	-0.206725	
June 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%		Ü	10	00.0070	40.0070	0.200720	1.1200
lune 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Rusinges	Parity	N/A	3		33.33%	47 14%	393	684	57.46%	49 44%	1 111736	-0.32411
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25:07	0	2:47	1:52	46:13	900	5:08	3:32	-1.410416	0.00
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	283:30	2		102:37	195:23	1			1.410410	1.55747
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	56:34	5	11:19	11:40	100.20		100.20	3.00		
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	66:01	18		3:02						
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	380:45	38	01.10	33:35	40:04	7	5:43	3:50	-0.404289	-1.2457
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	469:04	64		7:24	114810:14	3,205	35:49		-6.222712	
June 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:21	3	4:47	4:10	31:35	9	3:31	2:14	0.809896	
June 2017	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:32	1	2:32	0:00	31.35	9	5.51	2.14	0.003090	3.30761
June 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:46		9:55	7:56	27243:33	837	32:33	30:59	-1.262309	-1.76742
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	0.00%	0.00%	1	10	10.00%	30.00%	-0.725476	
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2		0.00%				0.00%	0.720470	1.44100
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1		20.00%	40.00%	U		0.0076	0.0076		
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	- 1	18		22.91%						
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	- 4	38		30.69%		10	10.00%	30.00%	-0.595437	-1.36
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	65		28.95%	417		11.83%	32.30%	-0.642908	
June 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	33.33%	47.14%	417	3,323	20.00%	40.00%	-0.202967	
June 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A		1	0.00%	0.00%	2	10	20.0076	40.0076	-0.202307	-1.125585
June 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0		0.00%	0.00%	126	905	13.92%	34.62%	-0.695438	-1.422796
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	708		12.91%	19		1.05%	10.19%	1 429924	
June 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	70,192		0.53%	15	55,873	0.00%		0.441749	
June 2017	Maintenance and Repair	MR _* 8	Trouble Rate	Residence	Parity	N/A	0	70,182		0.5576	3.603	308.191	1.17%	10.75%	-0.791729	
June 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220			20	2,538	0.79%	8.84%	-1.268081	
June 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1.885		5 14%	0		0.00%	0.0476	-1.200001	-1.770838
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	13.720		3.72%	0		0.00%			
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,379		9.27%	18	2,202	0.82%	9.00%	0.213999	-0.86989
June 2017 June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DST Capable Unbundled Loop - XDSLi	Parity	N/A	0	4,379		9.2176	20		0.62%	8.86%	-0.397712	
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	67	22,268		5.48%	4,430	459,851	0.79%	9.77%	-0.397712	
June 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A		33.504		0.08%	4,430	439,631	0.96%	9.7176	-9.004404	-2.9939
June 2017 June 2017	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Orc WI TGSR excl	LIS Trunk	Parity	N/A N/A	1	13,087		0.08%						-2.9939
June 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Oic win TGSR excl	LIS Trunk	Diagnostic	N/A	5	33 744		0.02%						-2.99204
	Network Performance	NI-1C NI-1D		LIS Trunk		N/A	5	13.087	0.0.70							
June 2017 June 2017	Ordering and Provisioning	OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Parity	N/A	134	13,087		0.33						
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	134	9	14.89	0.33	330		165.00	233.35	-0.698536	-1.4246
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	2.350	12		63.45	39.934	278	143.65	233.35	-0.698536	
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	2,350	12	195.83	0.00%	39,934	2/8	143.65	200.85	0.889006	-0.45952
lune 2017 lune 2017		OP-15B-RD OP-15B-RD				N/A N/A	9	9		0.00%		2	50.00%	50.00%		-1.60795
June 2017 June 2017	Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	0	12		0.00%	132		50.00% 47.48%	50.00%	-1 -3.224962	
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-3B	Pending Orders Delayed for Facilities Dispatches outside MSAs	Unbundled Loop Analog Sub-Loop Unbundling	Panty Benchmark	N/A 90.00%	0	12	100.00%	0.00%	132	2/8	47.48%	49.94%	-3.224962	-2.96063
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3B	Dispatches outside MSAs Interval Zone 1 Areas	Sub-Loop Unbundling Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	90.00%	5	1	100.00%							
		OP-3D OP-3D				90.00% N/A	5	5		0.00%						
June 2017 June 2017	Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A 90.00%	126	3 153		0.00%						
	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00% N/A				40.00						
June 2017	Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity		26 27	27		18.89%						
June 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%		28								
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2		0.00%						
lune 2017 lune 2017	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	LIS Trunk	Parity Benchmark	N/A 90.00%	3	18	100.00%	0.00%						
June 2017 June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark	90.00%	18	18	100.00%							
	Ordering and Provisioning	OP-3E OP-4B			Benchmark Benchmark	90.00%	5	5	100.00%							
lune 2017 lune 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs Interval Zone 1 Areas	Sub-Loop Unbundling Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	6.00	20	1 4								
	Ordering and Provisioning	OP-4D OP-4D				6.00 N/A	20	4	5.00	0.00			40	0.00		
lune 2017	Ordering and Provisioning		Interval Zone 1 Areas	LIS Trunk	Parity		5	1		0.00	10	1	10.00	0.00		
une 2017	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	277	88								
une 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	135	22								
une 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	131	28								
une 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	24	5	4.80							
une 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	58	16	0.00							
une 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25	5	5.00							
lune 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	1	1	100.00%	0.00%		
une 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2	3	66.67%	47.14%	-0.612372	
lune 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	168	172	97.67%	15.07%				0.00%	-1.13016	-1.68708

June 2017	PID Category Ordering and Provisioning	PID OP-54	PID Title New Service Installation Quality	Unbundled Loop - DS1 Capable	Standard Parity	N/A	CLEC Numerator	CLEC Denominator	93.94%	23.86%	CTE-Q Numerator	OTE-Q Denominator	66.67%	CTL-Q Standard Deviation 47 14%	-0 959403	-1 5832
une 2017 une 2017		OP-5A OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	31	33	93.94%	23.86%	1.820	1,939	93.86%	47.14% 24.00%	-0.959403	-0.7405
	Ordering and Provisioning	OP-SA OP-8C		I NP		95.00%	7.799	7.806	90.91%	28.75%	1,820	1,939	93.86%	24.00%	0.426702	-0.7405
une 2017 une 2017	Ordering and Provisioning	PO-1-IMA GUI	Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	REQUEST	Benchmark	95.00% N/A	7,799 6582.18	7,806 19.946	99.91%							
une 2017 une 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic Diagnostic	N/A	14546.62	12,022	1.21							
		PO-1-IMA GUI		TOTAL		N/A	21128.80	12,022	1.21							
une 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic	N/A N/A										
lune 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3752.58 4228.64	4,811 4.811	0.78							
June 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic											
June 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic	N/A N/A	712.58	1,738 1.198	0.41 1.06							
June 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)		Diagnostic		1269.88									
June 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1982.46	1,738	1.14							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A N/A	2904.72 7952.24	3,458 3,716	0.84 2.14							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic Diagnostic	N/A	10856.96	3,716	3.14							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	· · · · · · · · · · · · · · · · · · ·	REQUEST		N/A N/A	10856.96 7985.52	7,394	1.08							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	7985.52 6773.50	7,394 5.890	1.08							
June 2017 June 2017		PO-1-IMA GUI		TOTAL	Diagnostic	N/A	14759.02	7.394								
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic Diagnostic	N/A	14/59.02	7,394 1,087	2.00							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		RESPONSE		N/A	2315.31	1,087	0.54							
June 2017		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	646.92 2962.23	1,198								
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A N/A	2962.23 3690.40	1,087	2.73							
June 2017 June 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3690.40 7858.42	6,590	0.56							
		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A N/A		13,549	0.00							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)		Diagnostic		11548.82		1.75							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A N/A	252.08	1,096	0.23							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic		817.95	1,995	0.41							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE TOTAL	Diagnostic	N/A N/A	1240.20	954	1.30							
June 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL REQUEST	Diagnostic	N/A N/A	2310.23 2653.20	1,995 3.685	1.16 0.72							
June 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)		Diagnostic											
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A N/A	53181.40 55834 60	2,780 3.685	19.13 15.15							
		PO-1-IMA GUI PO-1-XML	Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic Diagnostic	N/A N/A	55834.60 8374.95	3,685 4.527	15.15							
June 2017	Pre-Ordering	PO-1-XML PO-1-XML				N/A	7921.67	4,527	1.85							
June 2017	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A N/A	/921.67 68773.50	4,579 6.975	9.86							
June 2017	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A N/A										
June 2017	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic		26409.24	6,318	4.18							
June 2017	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A N/A	46883.44	3,478	13.48							
June 2017	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic		3914.21 15057.00	769	5.09							
June 2017	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A		4,780	3.15							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156	1.20							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5577.52	1,612	3.46							
June 2017	Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A N/A	2,137	2,625	81.41%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20 426	49 501	40.82% 85.03%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate LNP	Diagnostic Diagnostic	N/A	2.137	2.146	99.58%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,137	2,146	100.00%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	426	430	99.07%							
June 2017	Pre-Ordering Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate		N/A	99:28	430	16:35							
June 2017	Pre-Ordering Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate Product Aggregate	Diagnostic Diagnostic	N/A	302:01	287	1:03							
June 2017	Pre-Ordering Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	19	207	100.00%							
June 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	413	413	100.00%							
June 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1.943	1,943	100.00%							
June 2017	Pre-Ordering Pre-Ordering	PO-5R-(c)	FOCs on Time for Flectronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,943	1,943	100.00%							
June 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	154	160	96.25%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-5B-(b) PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	154	457	100.00%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	457	457	100.00%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-5C-(c)		LIS Trunk	Benchmark	85.00%	2	2	100.00%							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-9B	FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops	Unbundled Loops and Number Portability	Parity	85.00% N/A	13	43	30.23%	45.93%		69	1.45%	11.95%	-12.39609	-8.5362
May 2017		BI-2	Invoices Delivered within 10 Days	ΔII		N/A	1 714	1.718	99.77%	40.93%	'	69	1.43%	11.93%	-12.39009	-0.3302
May 2017 May 2017	Billing Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Parity by Design Diagnostic	N/A	1,160,944	1,165,345	99.77%							
May 2017 May 2017	Billing	BI-3A BI-3B				N/A	1,160,944	1,165,345	100.00%							
May 2017 May 2017	Billing	BI-4A	Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate	Reciprocal Compensation UNEs and Resale Aggregate	Diagnostic Parity	N/A	2,383	2,383	100.00%	0.00%	50.010	50 546	98.94%	10.24%	-5.521394	-4.3567
May 2017 May 2017	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2.383	2,383	100.00%	0.00%	50,010	50,546	30.34%	10.24%	-0.021394	-4.3567
May 2017 May 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2,383	2,383	100.00%							
May 2017 May 2017	Database Updates	DB-1B	Collocations with Intervals Longer than 120 Days	LIDB	Diagnostic	N/A N/A	4,428,448	4.099.559	100.00%							
May 2017 May 2017		DB-1B DB-1C-1	All	Directory Listing	Diagnostic	N/A	4,428,448 5286.08	4,099,559	0.18							
May 2017 May 2017	Database Updates Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,166	100.00%							
May 2017 May 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017 May 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XML		N/A N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - Repair	EBTA	Diagnostic Diagnostic	N/A	43.200	43.200	100.00%							
May 2017 May 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair Gateway Availability - Repair	RepairGUI		N/A	43,200	43,200	100.00%							
May 2017 May 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-3 GA-4	System Availability - Repair System Availability - ASR	RepairGUI EASE	Diagnostic Diagnostic	N/A N/A	42,180 27.960	42,180 27.960	100.00%							
May 2017 May 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-4	System Availability - ASR System Availability - ASR	EXACT	Diagnostic	N/A N/A	27,960	27,960	100.00%							
May 2017 May 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	-							
May 2017 May 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable		N/A N/A	0	0	57.14%	49.49%	-	11	45.45%	49.79%	-0.485504	-1.295
May 2017 May 2017	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	/	100.00%	49.49%	5	11	45.45%	49.79%	-U.4855U4	-1.295
					Parity		1	1		0.00%						
May 2017 May 2017	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	2	2	100.00%							
May 2017 May 2017					Diagnostic	N/A N/A	3	10	30.00% 59.38%	49.11%		15	60.00%	48.99%	-0.284255	-1.172
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity						9					
May 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	14	19	73.68%	44.03%	1.281552	-0.220
May 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
May 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%	13	18	72.22%	44.79%	-0.421941	-1.256
May 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	11	45.45%	49.79%	410	692	59.25%	49.14%	0.62257	-0.621
May 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2.358	4,409	53.48%	49.88%	-0.932528	-1.566

May 2017	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator C	CLEC Denominator								
lay 2017 lay 2017	Maintenance and Repair	MR-6B MR-6B	Mean Time to Restore disp out MSA	Residence SUB-LOOP UNBUNDLING	Parity Parity	N/A N/A	142:25 21:04	1	142:25 21:04	0:00	26262:54 31342:07	683 820	38:27 38:13	40:49 42:18	2.365618 -0.405328	0.43819
	Maintenance and Repair		Mean Time to Restore disp out MSA					1								
lay 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:43	7	4:58	3:05	75:47	11	6:53	5:36	-0.712428	-1.43312
lay 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	1:09	1	1:09	0:00						
1ay 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:42	2	2:51	0:28	4:12	1	4:12	0:00		
1ay 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	57:27	10	5:45	3:03	4:12	1	4:12	0:00		
1ay 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	135:37	32	4:14	2:12	83:38	14	5:58	5:16	-1.027192	-1.62448
May 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	352:09	58	6:04	7:06	121214:15	3,498	34:39	83:01	-2.600497	-2.5809
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:44	2	5:22	1:22	73:34	16	4:36	5:02	0.565108	-0.65643
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	203:32	2	101:46	137:11						
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:38	7	4:05	4:19	73:34	16	4:36	5:02	-0.222394	-1.13520
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	70:28	10	7:03	5:42	32532:03	869	37:26	41:59	-2.275743	-2.38355
May 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	80	704	11.36%	31.74%	-0.357803	-1.21752
May 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	5	40.00%	48.99%	-0.745356	-1.45314
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7	14.29%	34.99%	3	16	18.75%	39.03%	-0.252397	-1.15344
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	10	0.00%	0.00%	0	1	0.00%	0.00%		
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	32	15.63%	36.31%	3	16	18.75%	39.03%	-0.261488	-1.15897
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58	6.90%	25.34%	502	3,854	13.03%	33.66%	-1.376446	-1.8368
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	6	19	31.58%	46.48%	-0.913874	-1.55559
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	7	42.86%	49.49%	6	19	31.58%	46,48%	0.094262	-0.94269
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	10	10.00%	30.00%	109	931	11.71%	32.15%	-0.167081	-1.10157
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	726	1.24%	11.06%	30	1.853	1.62%	12.62%	-0.68646	-1.41733
May 2017 May 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	70,960	0.00%	0.65%	0	56.209	0.00%	12.02/0	0.00040	
May 2017 May 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	- 1	70,960	1.89%	13.61%	3.933	311 518	1.26%	11 17%	0.024854	-0.9848
May 2017 May 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	223	0.45%	13.61%	3,933	2,596	1.26%	11.17%	-1.118067	-1.67973
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	1	1.952	0.45%	3.20%	33	2,596	0.10%	3.17%	-1.118067	-0.98985
May 2017		MR-8			Parity		2				1					
May 2017	Maintenance and Repair		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10	13,896	0.07%	2.68%	1	996	0.10%	3.17%	-0.273749	-1.16642
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	39	4,459	0.87%	9.31%	33	2,261	1.46%	11.99%	-1.889073	-2.14847
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		35	2,588	1.35%	11.55%	-0.521617	-1.31712
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	68	22,538	0.30%	5.48%	4,778	464,296	1.03%	10.09%	-10.566765	-7.42413
May 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	604	703	85.92%	34.78%	1.071175	-0.34877
Лау 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	34,296	0.01%	0.16%						-2.97512
May 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,087	0.00%	0.05%						-2.98756
May 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	34,296	0.01%							
May 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,087	0.00%							
May 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6	1.00	0.00						
May 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2.086	12	173.83	63.45	38.495	291	132.29	190.42	0.792619	-0.51812
May 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	140	291	48.11%	49.96%	-3.268823	-2.98730
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	- 1	1	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	74	86.49%	0.0070			100.0070	0.0070		
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	26	27	96.30%	18.89%	2	2	100.00%	0.00%	-1.48354	-1.90192
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	24	25	96.00%	10.0070	2	2	100.0076	0.0076	-1.40004	-1.00102
May 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	24	23	50.00%							
May 2017 May 2017		OP-3E		Ennanced Extended Loops - DS1 Capable	Benchmark	90.00%										
	Ordering and Provisioning				David.	A1/A	1	40		0.000/			400.000/	0.000/		
May 2017			Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	10	100.00%	0.00%	1	1	100.00%	0.00%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10 9	10	100.00% 100.00%	0.00%	1	1	100.00%	0.00%		
	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark Benchmark	90.00% 90.00%	9		100.00% 100.00% 100.00%	0.00%	1	1	100.00%	0.00%		
May 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E OP-4D	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark Benchmark	90.00% 90.00% 6.00	9 1 266	9 1 78	100.00% 100.00% 100.00% 3.41	0.00%	1	1	100.00%	0.00%		
May 2017 May 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E OP-4D OP-4D	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% 6.00 5.50	9 1 266 87	9 1 78 19	100.00% 100.00% 100.00% 3.41 4.58	0.00%	1	1	100.00%	0.00%		
May 2017 May 2017 May 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E OP-4D OP-4D OP-4D	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% 6.00 5.50 6.00	9 1 266 87 189	9 1 78	100.00% 100.00% 100.00% 3.41 4.58 4.61	0.00%	1	1	100.00%	0.00%		
May 2017 May 2017 May 2017 May 2017	Ordering and Provisioning	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% 6.00 5.50 6.00 6.00	9 1 266 87 189	9 1 78 19	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00	0.00%	1	1	100.00%	0.00%		
May 2017 May 2017 May 2017 May 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E OP-4D OP-4D OP-4D	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% 6.00 5.50 6.00	9 1 266 87 189	9 1 78 19	100.00% 100.00% 100.00% 3.41 4.58 4.61	0.00%	1	1	100.00%	0.00%		
May 2017 May 2017 May 2017 May 2017 May 2017 May 2017	Ordering and Provisioning	OP-3E OP-4D OP-4D OP-4D OP-4E OP-4E OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 St Capable Unbundled Loop Analog Unbundled Loop - 3 Wire Non-Loaded Unbundled Loop Analog LiS Trunk	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 266 87 189 12 20	9 1 78 19 41 4 5	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00	0.00%	1	2	100.00%	0.00%		
May 2017 May 2017 May 2017 May 2017 May 2017 May 2017	Ordering and Provisioning	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00	9 1 266 87 189 12	9 1 78 19 41 4	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00		2	2				
May 2017 May 2017 May 2017 May 2017 May 2017 May 2017 May 2017	Ordering and Provisioning	OP-3E OP-4D OP-4D OP-4D OP-4E OP-4E OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 6 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 St Capable Unbundled Loop Analog Unbundled Loop - 3 Wire Non-Loaded Unbundled Loop Analog LiS Trunk	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 266 87 189 12 20	9 1 78 19 41 4 5	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00	0.00%	2	2				
May 2017 May 2017 May 2017 May 2017 May 2017 May 2017 May 2017 May 2017	Ordering and Provisioning	OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-5A OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 181 Capable Unbundled Loop - 181 Kin Non-Loaded Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A N/A	9 1 266 87 189 12 20 14	9 1 78 19 41 4 5 14	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00%	0.00% 0.00%	2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017 May 2017 May 2017 May 2017 May 2017 May 2017 May 2017 May 2017 May 2017	Ordering and Provisioning	OP-3E OP-4D OP-4D OP-4D OP-4E OP-4E OP-5A OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas New Service Installation Quality New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop 1- Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1- 2 Wire Non-Loaded Unbundled Loop - 1- 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1- 2 Wire Non-Loaded Unbundled Loop - 1- 2 Wire Non-Loaded Unbundled Loop - 1- 2 Wire Non-Loaded Unbundled Loop - 1- 2 Wire Non-Loaded	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A N/A	9 1 266 87 189 12 20 14 117 28	9 1 78 19 41 4 5 14 117 28	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00%	0.00% 0.00% 0.00%	2 7 1,829	2 2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017 May 2017	Ordering and Provisioning	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - SST Capable Unbundled Loop Analog Unbundled Loop - 3 Wire Non-Loaded Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - DST Capable Unbundled Loop Analog	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A N/A N/A	9 1 266 87 189 12 20 14 117 28	9 1 78 19 41 4 5 14 117 28 46 7,338	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 95.65%	0.00% 0.00% 0.00%	2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning	OP-3E OP-4B OP-4D OP-4D OP-4E OP-5A OP-5A OP-5A OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 St Capable Unbundled Loop - 10 St Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 St Capable Unbundled Loop - 10 St Capable Unbundled Loop Analog LNP	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity	90.00% 90.00% 6.00 5.50 6.00 6.00 N/A N/A N/A N/A N/A 95.00%	9 1 266 87 189 12 20 14 117 28 44 7,331	9 1 78 19 41 4 5 14 117 28 46 7,338	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 95.65% 99.90%	0.00% 0.00% 0.00%	2 2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4E OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 105 Capable Unbundled Loop - 105 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 105 Capable Unbundled	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Benchmark Diagnostic Diagnostic	90.00% 90.00% 6.00 6.00 6.00 6.00 N/A N/A N/A N/A N/A N/A	9 1 266 87 189 12 20 14 117 28 44 7,331 6919.85	9 1 78 19 41 4 5 5 14 117 28 46 7,338 19,771 12,996	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 95.65% 99.90% 0.35 1.21	0.00% 0.00% 0.00%	2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Provisioning Ordering and Provisioning	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analiog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Wire Non-Loaded Unbundled Loop Analiog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 13 Wire Non-Loaded Unbundled Loop - 14 Wire Non-Loaded Unbundled Loop - 15 Wire	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Pantity Parity Parity Parity Parity Dagnostic Diagnostic Diagnostic	90.00% 90.00% 6.00 6.00 6.00 6.00 N/A N/A N/A N/A N/A N/A N/A N/A	9 1 266 87 189 12 20 14 117 28 44 7,331 6919.85 15725.16	9 1 78 19 41 4 5 141 5 147 28 46 7,338 19,771 12,996 19,777	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 100.00% 100.00% 99.90% 0.35 1.21	0.00% 0.00% 0.00%	2 2 7 1.829	1 2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4E OP-5A OP-1-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 1 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1 St Capable Unbundled Loop - 1 St Capable Unbundled Loop - 1 Wire Non-Loaded Unbundled Loop Analog LiS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Diagnostic Diagnostic Diagnostic Diagnostic	90.00% 90.00% 6.00 6.00 6.00 6.00 6.00 N/A N/A N/A N/A N/A N/A N/A N/A	9 1 266 87 189 12 20 14 117 28 44 7,331 6919,85 15725.16 22645.01	9 1 78 19 41 4 5 14 117 28 46 7,338 19,771 12,996 19,771 4,126	100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 95.65% 99.90% 0.35 1.21 1.15	0.00% 0.00% 0.00%	2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4E OP-4E OP-5A OP-6A OP-5A OP-6A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler)	Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop Analog Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 1 2 Price Non-Loaded Unbundied Loop - 1 2 Wire Non-Loaded Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST TOTAL	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Dagnostic Diagnostic Diagnostic Diagnostic Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 N/A	9 1 266 87 189 12 2 20 14 117 28 44 7.331 6919.85 15725.16 22645.01 3135.76	9 1 78 19 41 4 5 5 14 117 28 46 7,338 19,771 12,996 19,771 4,126 4,126	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 55.65% 99.90% 0.35 1.21 1.15 0.76	0.00% 0.00% 0.00%	2 7 1,829	2 2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-3E OP-4D OP-4D OP-4D OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-1-1MA GUI PO-1-1MA GUI PO-1-1MA GUI PO-1-1MA GUI PO-1-1MA GUI PO-1-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop Signalog Unbundled Loop Si	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Pantiy Pantiy Partiy Partiy Partiy Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 N/A	9 1 1 266 87 189 12 2 2 2 2 2 3 3 3 3 3 3 3 5 6 5 3 3 5 6 6 3 3 5 6 6 3 3 5 6 6 3 3 5 6 6 3 5 6 6 3 5 6 6 6 6	9 1 78 19 41 4 5 117 28 46 7,338 19,771 12,996 19,771 4,126 4,126 4,126 1,758	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 100.00% 100.00% 100.00% 100.00% 95.65% 99.90% 0.35 1.21 1.15 0.76 0.87	0.00% 0.00% 0.00%	2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 105 Capable Unbundled Loop - 105 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 105 Capable Unbundled	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Benchmark Benchmark Denchmark Dengnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 2 266 87 189 12 20 144 117 28 44 7,331 89185 15725.16 22645.01 3135.76 3596.20 755.94 1254.75	9 1 78 19 41 4 5 14 117 28 46 7,338 19,771 12,996 4,126 4,126 1,1785	100.00% 100.00% 3.41 4.58 4.61 3.00 100.00% 100.00% 100.00% 100.00% 99.90% 0.35 1.21 1.15 0.76 0.87	0.00% 0.00% 0.00%	2 2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas New Service Installation Quality Pre-Order Resporse Times (Address Validation) Pre-Order Resporse Times (Address Validation) Pre-Order Resporse Times (Address Validation) Pre-Order Resporse Times (Appl. Schadule) Pre-Order Resporse Times (Appl. Schadule) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 1 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1 St Capable Unbundled Loop Analog Unbundled Loop Analog Lis Trunk Unbundled Loop Analog Lis Trunk Unbundled Loop - 1 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1 St Capable Unbundled Loop - 2 St C	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Pantry Pantry Pantry Pantry Pantry Pantry Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 1 266 87 189 122 20 144 117 28 44 7 331 6919.85 15725 16 2264.50 1 3155.76 2598.20 755.94 1254.75 2010.69	9 1 78 19 41 4 5 147 28 46 7,338 19,771 12,996 19,771 4,126 1,758	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 100.00% 10	0.00% 0.00% 0.00%	1 2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.3137€
May 2017	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-1MA GUI PO-1-1MA GUI PO-1-1M	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas New Service Installation Quality Pre-Order Respones Times (Address Validation) Pre-Order Respones Times (Address Validation) Pre-Order Respones Times (Appl. Scheduler) Pre-Order Respones Times (Appl. Scheduler) Pre-Order Respones Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 1 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1 St Capable Unbundled Loop - 1 St Capable Unbundled Loop - 1 Wire Non-Loaded Unbundled Loop - 1 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Naslog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 6.00 N/A	9 1 1 2 2 6 6 8 7 1 8 9 1 2 2 0 1 4 1 1 7 2 8 4 4 1 7 .3 3 1 8 9 1 9 .5 5 5 5 5 5 9 4 1 1 2 5 4 .7 5 2 0 1 0 .6 9 3 2 3 9 .0 4	9 1 78 19 41 4 5 14 117 28 46 7,338 19,771 12,996 19,771 4,126 4,126 1,758 1,196 1,758 1,196 1,758	100.00% 100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 100.00% 100.00% 100.00% 0.35 1.21 1.15 0.76 0.87 0.43 1.05 1.14 0.884 1.06 1.14 0.884	0.00% 0.00% 0.00%	2 7 1,829	1 2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-L	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 1 266 87 189 12 20 144 117 28 44 7.331 6919.85 15725.16 22645.01 3135.76 3596.20 755.94 1254.75 2010.69 3239.04	9 1 78 19 41 4 5 14 117 28 46 7,338 19,771 4,126 1,758 1,156 1,758 3,856 3,868	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 100.00% 10	0.00% 0.00% 0.00%	2 7 1,829	1 2 2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4B OP-4E OP-5A OP-1-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop S1ST Capable Unbundled Loop Naslog LNP REOUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Pantiy Partiy Partiy Partiy Partiy Diagnostic	90.00% 90.00% 90.00% 6.00 5.50 6.00 6.00 NVA	9 1 1 266 87 189 12 20 144 117 28 44 7,331 6919.85 15725.16 3596.20 755.59 4 1254.75 2010.89 3239.04 7994.79 11233.83	9 1 78 19 41 4 5 14 117 28 46 7,338 19,771 12,996 4,126 4,126 1,1788 3,856 3,789	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.0	0.00% 0.00% 0.00%	2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-6A	Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas New Service Installation Quality Prev Gorder Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (April Scheduler) Prev-Order Response Times (April Assignment) Prev-Order Response Times (April Assignment) Prev-Order Response Times (Facility Check)	Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop Analog Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 10 Capable Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 6.00 N/A	9 1 266 87 189 12 2 20 14 117 28 44 7,331 6919.85 15725.16 22645.01 3135.76 2645.01 3155.76 2010.69 3239.04 7994.79	9 1 78 19 41 4 4 5 5 14 117 28 46 6 7,338 19,771 12,996 19,771 4,126 1,758 1,195 1,175 1,758 3,556 3,789 3,856	100.00% 100.00% 3.41 4.58 4.61 3.00 100.00% 10	0.00% 0.00% 0.00%	2 2 7 1,829	1 2 2 7 1,950	100.00%	0.00%	-0.5161	-1.31378
Any 2017 Any	Ordering and Provisioning Pre-Ordering	OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-6A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop St Capable Unbundled Loop St Capable Unbundled Loop St Capable TornaL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Pantry Pantry Pantry Pantry Pantry Pantry Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 1 266 87 189 122 20 144 117 28 44 17.331 6919.85 15725.16 2264.50 1 235.76 2010.69 3239.04 7994.79 1123.83 833.16 6488.00	9 1 78 19 41 4 5 117 28 46 7,338 19,771 12,996 1,773 4,126 1,758 1,1758 3,856 3,789 3,856 7,788 3,856 7,788	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.0	0.00% 0.00% 0.00%	2 7 1,829	2 2 7 1,950	100.00%	0.00%	-0.5161	-1.3137
Asy 2017 Asy	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-1MA GUI PO-1-IMA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop Analog Lis Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Ton Loop - DS1 Capable Unbundled	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Diagnostic	90.00% 90.00% 90.00% 6.00 5.50 6.00 6.00 N/A	9 1 1 266 87 189 12 20 14 14 117 28 44 7,331 356 20 755 94 1254 75 2010.69 3239.04 7994.79 1123.8 333.16 6486.00 14819.16	9 1 78 19 41 4 5 14 117 28 46 7,338 19,771 12,996 19,771 4,126 4,126 1,758 1,195 1,788 5,866 7,788 5,640 7,788	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 5.65% 99.90% 0.35 1.21 1.15 0.76 0.87 0.43 1.05 1.14 0.84 2.11 2.91 1.07 1.15	0.00% 0.00% 0.00%	2 2 7 1.829	2 2 7 1,950	100.00%	0.00%	-0.5161	-1.3137
Asy 2017 Asy	Ordering and Provisioning Pre-Ordering	OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-6A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop St Capable Unbundled Loop St Capable Unbundled Loop St Capable TornaL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Pantry Pantry Pantry Pantry Pantry Pantry Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 1 266 87 189 122 20 144 117 28 44 17.331 6919.85 15725.16 2264.50 1 235.76 2010.69 3239.04 7994.79 1123.83 833.16 6488.00	9 1 78 19 41 4 5 117 28 46 7,338 19,771 12,996 1,773 4,126 1,758 1,1758 3,856 3,789 3,856 7,788 3,856 7,788	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 100.00% 10	0.00% 0.00% 0.00%	2 7 1,829	2 7 1,950	100.00%	0.00%	-0.5161	-1.3137
Any 2017 Any	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-1MA GUI PO-1-IMA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop Analog Lis Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Ton Loop - DS1 Capable Unbundled	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Diagnostic	90.00% 90.00% 90.00% 6.00 5.50 6.00 6.00 N/A	9 1 1 266 87 189 12 20 14 14 117 28 44 7,331 356 20 755 94 1254 75 2010.69 3239.04 7994.79 1123.8 333.16 6486.00 14819.16	9 1 78 19 41 4 5 14 117 28 46 7,338 19,771 12,996 19,771 4,126 4,126 1,758 1,195 1,788 5,866 7,788 5,640 7,788	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.00% 5.65% 99.90% 0.35 1.21 1.15 0.76 0.87 0.43 1.05 1.14 0.84 2.11 2.91 1.07 1.15	0.00% 0.00% 0.00%	1 2 2 7 1.829	1 2 2 7 1,850	100.00%	0.00%	-0.5161	-1.3137
May 2017	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-1MA GUI PO-1-IMA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Wire Non-Loaded Unbundled Loop - 10 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 13 Wire Non-Loaded Unbundled Loop - 14 Wire Non-Loaded Unbundled Loop - 15 Wire Non-Loaded Unbundled Loop - 2 Wire Non-L	Benchmark Deanty Parity Parity Parity Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 6.00 N/A	9 1 1 266 87 189 122 20 144 117 28 44 17.331 6919.85 15725.16 2264 501 3135.76 2010.69 329.04 7994.79 11233.83 8333 16 6486.00 14819.16 2219.03	9 1 78 19 41 4 5 141 17 28 46 7,338 19,771 4,126 1,758 3,656 3,789 3,856 7,788 5,640 7,788	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 100.00% 10	0.00% 0.00% 0.00%	2 7 1,829	1 2 7 1,950	100.00%	0.00%	-0.5161	-1.31374
May 2017	Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-1-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop St Capable Unbundled Loop	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Pantiy Pantiy Pantiy Partiy Partiy Partiy Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 1 266 87 189 122 20 144 117 228 44 7.331 6919.85 15725.16 3596.20 755.59 4 1254.75 2010.89 3239.04 7994.79 11233.83 8333.16 6488.00 14819.16 22196.03 667.52	9 1 78 19 41 4 5 14 4 117 28 46 7,388 19,771 1,2986 4,126 4,126 4,126 3,789 3,866 7,788 3,866 7,788 1,037 1,198	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.0	0.00% 0.00% 0.00%	1 2 7 1,829	7 7 1,950	100.00%	0.00%	-0.5161	-1,3137(
Any 2017 Any	Ordering and Provisioning Provisioning Ordering and Provisioning Pre-Ordering	OP-3E OP-3E OP-4D OP-4D OP-4D OP-4D OP-4E OP-5A OP-6A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loa	Benchmark Pantiy Pantiy Pantiy Pantiy Pantiy Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 1 266 87 189 12 2 20 114 117 28 44 17.331 6919.85 15725.16 22645.01 3135.76 200 755.94 1254.75 2010.69 3239.04 7994.79 11233.83 8333.16 6488.00 14819.16 2196.03 667.52 286.35	9 1 78 19 411 4 5 144 5 144 117 28 46 7,338 19,771 4,126 1,778 3,556 1,788 3,566 7,788 1,031 1,195 1,738	100.00% 100.00% 3.41 4.58 4.61 3.00 100.00% 10	0.00% 0.00% 0.00%	1 2 7 1,829	1 2 2 7 1,950	100.00%	0.00%	-0.5161	-1.31376
May 2017 May	Ordering and Provisioning Pre-Ordering	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 2 Areas New Sarvice Installation Quality New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop - 10 Capable Unbundled Loop - 10 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop - 2 Wire Non-Loaded Un	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Diagnostic	90.00% 90.00% 6.00 5.50 6.00 6.00 6.00 N/A	9 1 1 266 87 189 122 20 144 117 28 18 18 18 18 18 18 18 18 18 18 18 18 18	9 1 78 19 41 4 4 5 117 28 46 7,388 19,771 12,996 1,771 4,126 1,758 3,856 7,788 3,856 7,788 3,856 7,788 1,101 1,102 1,103 1,102 1,103 1,102 1,103 1,102 1,103 1,102 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,103 1,031 1,103	100.00% 100.00% 100.00% 3.41 4.58 4.61 3.00 4.00 100.00% 100.0	0.00% 0.00% 0.00%	1 2 7 1,829	7 2 7 1,950	100.00%	0.00%	-0.5161	-1.3137ē

Month Nav 2017	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
ay 2017 av 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST RESPONSE	Diagnostic	N/A N/A	794.58 1245.87	1,938	0.41 1.27							
	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI		RESPONSE TOTAL	Diagnostic	N/A N/A	1245.87 2313.20	981								-
ay 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)		Diagnostic				1.19							-
ay 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539	0.72							_
lay 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766	19.04							-
lay 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55212.72	3,539	15.60							
lay 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8393.45	4,537	1.85							
1ay 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68673.36	6,979	9.84							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26253.76	6,311	4.16							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46869.96	3,477	13.48							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3949.84	776	5.09							
Лау 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15375.15	4,881	3.15							
Лау 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3816.34	3,154	1.21							
Лау 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,078	2,591	80.20%							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	59	59.32%							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	471	78.34%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,078	2,085	99.66%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	36	97.22%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	369	100.00%							
May 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:51	1	4:51							
/lay 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	276:54	266	1:02							
May 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35	100.00%							_
May 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	398	398	100.00%							_
May 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,871	1,871	100.00%							_
May 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,071	1,071	100.00%							_
May 2017 May 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	153	154	99.35%							_
May 2017 May 2017		PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	I NP		90.00%	453	453	100.00%					+		-
May 2017 May 2017	Pre-Ordering Pre-Ordering		FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile	INP	Benchmark Benchmark	90.00%	453	453	100.00%							-
May 2017 May 2017		PO-5C-(c) PO-5D	FOCs on Time for manual LSRs via Facsimile FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark Benchmark	90.00%	1 13	1 13	100.00%							-
	Pre-Ordering	PO-5D PO-9B				85.00% N/A	13	13	100.00%	40.00%		69	7		4.70	0.5131
May 2017	Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity		3			40.00%	5	69	7.25%	6 25.93%	-1.726785	5 -2.0498
April 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,481	1,485	99.73%							
April 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,646,953	1,647,293	99.98%							
April 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,559	2,559	100.00%							
April 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,027	3,029	99.93%	2.57%	52,901	53,379	99.10%	6 9.42%	-4.713916	-3.8658
April 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,559	2,559	100.00%							
April 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,035,607	2,803,161	1.08							
April 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5182.71	26,034	0.20							
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,036	27,360	98.82%							
April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400	100.00%							
April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125	100.00%							
April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	-1.440	-1.440	100.00%							_
April 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	1	1	100.00%							
April 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	9	77.78%	41.57%	5	13	38.46%	6 48.65%	-1.863661	1 -2.1330
April 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	4	75.00%					-		+
April 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	21	34	61.76%							
April 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	16	24	66.67%	47 14%	E	15	33.33%	6 47 14%	-2 148345	5 -2 3061
April 2017 April 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	24	0.00%	0.00%	0	10	00.007		1.690622	
		MR-5B				N/A		- 4		0.00%	9				1.090022	0.0276
April 2017	Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A N/A	1	1	100.00%	0.0010	2	2			0.00/	7 0.45
April 2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity		2	4	50.00%	50.00%	9	10			0.931397	
April 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	20	21	95.24%	21.30%	448	716			-3.049054	
April 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	2,338	4,309			-1.298181	
April 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	26:23	2	13:11	10:36	34254:09	729				
April 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:51	9	2:32	1:06	59:54	11	5:27	7 1:53	-3.448804	4 -3.0967
April 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:48	4	3:12	2:19						
April 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	175:20	34	5:09	4:20						
April 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	133:05	24	5:33	8:43	69:26	13			0.00.000	
April 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	387:19	60	6:27	7:19	114458:15	3,510				
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:26	2	5:13	1:32	24:56	7	3:34			
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	2:38	1	2:38	0:00	4:30	2	2:15	5 1:22		
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12:50	4	3:13	1:51	24:56	7	3:34	4 3:49	-0.147714	4 -1.0898
April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	18:13	6	3:02	1:33	34869:13	759	45:56	6 136:32	-0.766721	1 -1.4661
April 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%	6 0.00%	0.430727	7 -0.7381
April 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	9	11.11%	31.43%	4	15	26.67%	6 44.22%	-0.83428	B -1.5072
pril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%						
pril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	34	2.94%	16.90%						
pril 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	1	24	4.17%	19.98%	4	15	26.67%	6 44.22%	-1.545847	7 -1.9398
April 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	. 8	60	13.33%	33.99%	464				0.147764	
pril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	3	10			-0.845154	
oril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	- 1	0.00%	0.00%	0	2				1.0100
pril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	2	10	0.007		-1.106567	7 -1.6727
pril 2017 pril 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	0	4	0.00%	0.00%	102	826			-1.106567	
pril 2017 pril 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Trouble Rate		Panty	N/A N/A	11	1.315	0.00%	9.11%	102	2.311			-0.916083	
				Enhanced Extended Loops - DS1 Capable			11				23					
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	70,432	0.00%	0.38%	4	56,425	0.0.7		-1.191819	
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	55	0.00%		3,821	314,401	1.22%		-0.822517	
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	222	0.90%	9.45%	25	2,636	0.007		-0.070135	-1.0426
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	2,003	0.20%	4.46%	0	912				
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	34	14,115	0.24%	4.90%	0	912	0.00%	4		

	Material and the Control of the Cont	PID MR-8	PID Title	Product Category	Standard		CLEC Numerator C									
pril 2017	Maintenance and Repair	IVII C O		Unbundled Loop - DS1 Capable	Parity	N/A	28	4,514	0.62%	7.85%	25	2,361	1.06%	10.24%	-1.687065	-2.02566
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		25	2,628	0.95%	9.71%	-0.436618	-1.2654
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	66	22,749	0.29%	5.38%	4,671	468,461	1.00%	9.94%	-10.480798	-7.3718
pril 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	4	33,576	0.01%	0.14%						-2.9622
April 2017	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,967	0.01%	0.05%						-2.9766
April 2017 April 2017	Network Performance Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A N/A	11	33,960 13.087	0.03%							
April 2017 April 2017	Ordering and Provisioning	NI-1D OP-15A	Irunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Diagnostic	N/A N/A	1 892	13,087	0.03%	86 93	36 629	302	121 29	184 78	-0.864812	-1.52576
4		OP-15A OP-15B-RD			Parity	N/A	1,892	22	0.00%	0.00%	36,629	302	51.32%	184.78 49.98%	-0.864812 -4.649963	-3.82697
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Interval Zone 1 Areas	Unbundled Loop Analog	Parity Parity	N/A	2	22	100.00%	0.00%	155	3U2 4	100.00%	49.98%	-4.649963	-3.82697
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	83	96	86.46%	0.00%	4	4	100.00%	0.00%		
April 2017 April 2017		OP-3D	Interval Zone 1 Areas			90.00% N/A	12	12	100.00%	0.00%		1	100.00%	0.00%		
April 2017 April 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	90.00%			81.25%	0.00%	- 1	- 1	100.00%	0.00%		
April 2017 April 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark Benchmark	90.00%	13	16	100.00%							
April 2017 April 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	90.00% N/A	3	2	100.00%	0.00%						
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10	100.00%	0.00%						
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	10	3	33.33%	47.14%		1	100.00%	0.00%	-	
April 2017 April 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	3	100.00%	47.1476	'	1	100.00%	0.00%	- 0	
April 2017 April 2017	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	397	105	3.78							
April 2017 April 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	55	12	4.58							
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	132	26	5.08							
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	132	20	4.33							
April 2017 April 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	5	2.00							
April 2017 April 2017		OP-4E	Interval Zone 2 Areas		Benchmark	5.50	17	3	5.67							
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	6.00	17	3	4.33						\longrightarrow	
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-5A	Interval Zone 2 Areas New Service Installation Quality	Unbundled Loop Analog LIS Trunk		6.00 N/A	13	3	4.33	0.00%			100.00%	0.00%		
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	137	145	94 48%	0.00%	4	4	100.00%	0.00%	-0.574733	-1 3494
April 2017 April 2017		OP-5A OP-5A		Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	137	145			6	6		50.00%	-0.574733 -1.166667	-1.3494
April 2017 April 2017	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	15	16	93.75%	24.21%	1,695	1,814	50.00% 93.44%	50.00% 24.76%	-1.166667	
April 2017 April 2017	Ordering and Provisioning	OP-5A OP-8C	New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Parity Benchmark	N/A 95.00%	4,952	4,964	90.91%	28.75%	1,695	1,814	93.44%	24.76%	0.322033	-0.8042
April 2017 April 2017	Ordering and Provisioning	PO-1-IMA GUI		REQUEST		95.00% N/A	4,952 6935 60	19.816	0.35							
April 2017 April 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15437.18	19,816	1.21							
	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15437.18	12,758	1.13							
April 2017 April 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3261.96	4.182	0.78							
	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic											
April 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	TOTAL REQUEST	Diagnostic	N/A	3800.82 762.82	4,182 1,774	0.91							
April 2017 April 2017	Pre-Ordering Pre-Ordering			RESPONSE	Diagnostic	N/A N/A	1213.38	1,774	0.43 1.07							
April 2017 April 2017			Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1213.38	1,134	1.07							
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A N/A	1976.20	1,774	0.86							
April 2017 April 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A N/A	3337.66 7926.68	3,881	2.12							
· · · · · · · · · · · · · · · · · · ·		PO-1-IMA GUI		TOTAL	Diagnostic	N/A N/A	7926.68 11264.34	3,739	2.12							
April 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A N/A	11264.34 8015.72	3,881 7.562	1.06							
April 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)		Diagnostic			.,,								
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6372.60	5,590	1.14							
April 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A N/A	14388.32	7,562	1.90							
April 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A N/A	2171.19 644.76	1,029	2.11							
April 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)		Diagnostic											
April 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2815.95	1,029	2.74							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)		Diagnostic	N/A	3576.72	6,387	0.56							
April 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7980.80	13,760	0.58							
April 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11557.52	6,387	1.81							
April 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	245.04	1,021	0.24							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	803.19	1,959	0.41							
April 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1160.46	921	1.26							
April 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2208.69	1,959	1.13							
April 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2507.01	3,531	0.71							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52012.08	2,726	19.08							
April 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54519.09	3,531	15.44							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7846.64	4,562	1.72							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68643.84	6,976	9.84							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26307.84	6,324	4.16							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46802.56	3,472	13.48							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3944.75	775	5.09							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	3.15							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156	1.20							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5676.92	1,636	3.47							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,199	2,774	79.27%							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	97	34.02%							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	537	81.01%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,199	2,208	99.59%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	437	99.54%							
April 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:06	3	8:02							
April 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	169:06	222	0:46							
April 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	573	573	100.00%							
April 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	435	435	100.00%							
April 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,985	1,985	100.00%							
April 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	137	137	100.00%							
April 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	145	148	97.97%							
April 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	446	446	100.00%							
April 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	11	11	100.00%						$\overline{}$	

Month	PID Category	PID	PID Title	Product Category							CTL-Q Numerator			CTL-Q Standard Deviation		
April 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	10	31	32.26%	46.75%	3	80	0.1.070	19.00%	-7.092773	-5.312
April 2017	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
March 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A N/A	1,773	1,774	99.94%							_
March 2017	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,649,104	1,649,104	100.00%							
March 2017 March 2017	Billing	BI-3B BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation UNEs and Resale Aggregate	Diagnostic	N/A N/A	2,421 2,760	2,421 2,763	100.00% 99.89%	3.29%	50.152	50,697	98.92%	10.31%	-4.797118	-3.916
larch 2017 March 2017		BI-4A BI-4B	UNEs and Resale Aggregate		Parity	N/A			100.00%	3.29%	50,152	50,697	98.92%	10.31%	-4./9/118	-3.916
larch 2017	Billing Collocation	CP-2B	Reciprocal Compensation (MOU): Non-Forecasted and Late Forecasted Collocations	Reciprocal Compensation	Diagnostic Diagnostic	N/A	2,421	2,421	100.00%							_
March 2017 March 2017	Collocation	CP-2B CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							_
March 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4.321.230	4.010.738	1.08							\leftarrow
March 2017	Database Opdates Database Updates	DB-16	ΔII	Directory Listing	Diagnostic	N/A	5922.79	4,010,738	0.18							-
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							_
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							_
March 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42.180	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	FASE	Diagnostic	N/A	27,960	27,960	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0	100.0070							
March 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	10	90.00%	30.00%	14	22	63.64%	48.10%	-1.436995	-1.8736
March 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	6	50.00%	30.0076	14	22	03.0476	40.1070	-1.430333	-1.0730
March 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	13	24	54.17%							
March 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	23	27	62.16%	48.50%	16	25	64.00%	48.00%	-0.125282	-1.0761
March 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	91	15		47.14%	-2.018932	
March 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%	45.50%	5	15	33.33%	41.1470	-2.010832	2.2274
March 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wile Non-Loaded	Parity	N/A	- 1	1	100.00%	0.00%		15	33 33%	47 14%	-1.369306	-1 8324
March 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	14	25	56.00%	49.64%	488	809	00.0070	48.92%	0.239373	-0.854
March 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	12-24	25	12-24	49.64%	36422:09	859		40.92%	-0.62594	-1.3805
March 2017	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	1:51	2	0:55	0:32	3940:28	246		24:19	-0.874383	
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	32:31	10	3:15	3:06	75:09	246			-0.674363	
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28:54	10	4:49	3:04	75.09	10	4.42	4.03	-0.004443	1.3377
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	127:40	24	5:19	3:56						_
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	153:46	37	4:09	3:14	84:52	18	4:43	4:00	-0.487258	-1.2962
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	764:05	66	11:35	17:10	160922:45	4 230			-5.166629	
March 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29:59	8	3:45	2:58		13			0000	
March 2017	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:21	1	2:21	0:00	04.20	10	0.00	0.00	1.007020	1.047
March 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:21	1	1:21	0:00	84:25	13	6:30	3:55	-1.263762	-1.7683
March 2017	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	15:55	3	5:18	2:15	41977:26	1.045			-1.323626	
March 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	13.33	1	100.00%	0.00%	102	901		31.68%	1.204539	
March 2017	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	- 1	. 2	50.00%	50.00%	36	284		33.27%	0.698604	-0.5752
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	- 1	10	10.00%	30.00%	3	25		32.50%	-0.164488	
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	. 0	6	0.00%	0.00%	Ü	20	12.0070	GE:0070	0.104400	1.1000
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	24	4.17%	19.98%						
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A		37	16.22%	36.86%	3	25	12 00%	32.50%	0.076441	-0.9535
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	66	6.06%	23.86%	612	4,713	12.99%	33.61%	-1.662009	0.000
March 2017	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	4	15		44.22%	0.664814	
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%	,	10	20.0770	44.22.70	0.004014	0.0000
March 2017	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	4	15	26.67%	44.22%	0.488776	-0.7028
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	. 0	. 3	0.00%	0.00%	121	1.126		30.97%	-0.600195	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	18	1,327	1.36%	11.57%	37	2.358		12.43%	-0.498686	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	69.904	0.00%	11.3770	0	56.137		12.4070	-0.430000	-1.505
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	58	5.17%	22.15%	4,813	317,622		12.22%	1.571005	-0.0448
March 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	222	0.00%	22.1070	4,013	2.682		12.12%	-1.761859	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	2,062	0.29%	5.39%	40	917		12.12/0	-1.701039	-2.0711
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25	14.237	0.29%	4.19%	0	917				_
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,567	0.18%	9.08%	40	2,399		12.80%	-2.587143	-2.5728
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	4,367	0.00%	0.00%	40	2,399		12.14%	-2.567143	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	69	23,031	0.30%	5.47%	5,839	473,114		11.04%	-12.544571	-8.6265
March 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	781	901		33.98%	-0.391764	
farch 2017	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	2	2	100.00%	0.00%	270	284		21.65%	-0.320903	-1.1950
farch 2017	Network Performance	NI-1A	Trunk Blockage to CTI -Q Tandem Ofc wi TGSR excl	I IS Trunk	Parity	N/A	0	33 792	0.00%	0.00%	270	204	55.57 /6	21.0376	0.020900	-2 9956
March 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	13,087	0.00%	0.38%						-2.8758
March 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	17	33.888	0.05%	0.3076						-2.0730
March 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q Find Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A		13.087	0.03%							
March 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	10	13,007	5.00							
March 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	71	3	23.67	12.70						
March 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1.742	12	145.17	34 64	34 441	315	109.34	175.96	0.748763	-0.5447
farch 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	3	100.00%	0.00%	5-1,441	313	103.54	.73.80	0.1-40703	0.0447
larch 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	146	315	46.35%	49 87%	-3 160131	-2.9212
larch 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	12	100.00%	3.0076	140	313	40.0076	-3.07 /6	0.100131	2.0212
larch 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%		0	88.89%							_
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	90.00% N/A	2	9	100.00%	0.00%	4	A	100.00%	0.00%		_
March 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%	0.00%	4	4	100.00%	0.00%		-
larch 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	123	142	86.62%							
larch 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	123	142	64.71%	47.79%						_
larch 2017 March 2017		OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	90.00%	59	73	80.82%	41.19%						_
farch 2017 farch 2017	Ordering and Provisioning	OP-3D OP-3E		Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	59	/3	100.00%							-
farch 2017 farch 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas			90.00% N/A	1	1	100.00%	0.00%						-
March 2017 March 2017	Ordering and Provisioning	OP-3E OP-3E		LIS Trunk	Parity	N/A 90.00%	3	3	100.00%	0.00%						\leftarrow
	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Parity	90.00% N/A	1	1	100.00%	0.00%			100.00%	0.00%	2 989188	0.8172
larch 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas													

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
March 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	71	8	0.00							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	308									
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	381									
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	338	48								
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	1	3.00	0.00						
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	63	9	7.00							
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	9	2	4.50							
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	4	4	100.00%	0.00%		
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	5	5	100.00%	0.00%		
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2			0.00%	2	2		0.00%		
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	143	151	94.70%	22.40%	2	2	100.00%	0.00%	-1.269299	-1.771679
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	60	60	100.00%	0.00%	4	4	100.00%	0.00%		
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	73	76	96.05%	19.47%	1,888	2,014	93.74%	24.22%	-0.815887	-1.496024
March 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,221	3,241	99.38%							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6937.00	19,820	0.35							
March 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15473.48	12,788	1.21							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22410.48	19,820	1.13							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3193.52	4,202	0.76							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3721.18	4,202	0.89							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	737.02	1,714								
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1235.96	1.166	1.06							
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1972.98									
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3284.34									
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8121.30									
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11405.64									
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	-	N/A	8027.76									
March 2017 March 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A N/A	8027.76 6542.40									
March 2017 March 2017				TOTAL	Diagnostic	N/A	14570.16									
	Pre-Ordering		Pre-Order Response Times (Get CSR)		Diagnostic			.,,								
March 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2299.50									
March 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	635.60									
March 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2935.10									
March 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3602.34									
March 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7477.26									
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11079.60	6,671	1.66							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	268.00	1,072	0.25							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	853.55	1,985	0.43							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972	1.28							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2365.71	1,985	1.19							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2346.00	3,450	0.68							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52038.72	2,736	19.02							
March 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54384.72									
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8373.10	4,526	1.85							
March 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748 67	4 479								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (rpp.: Centedata XIII.)	XML Request/Response	Diagnostic	N/A	67292.68	6.916								
March 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Get CSR XMI)	XMI Request/Response	Diagnostic	N/A	26232.15									
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	47050.96	0,000								
March 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3882 75									
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Form Inquiry AML)		Diagnostic	N/A	14996.64									
March 2017		PO-1-XML PO-1-XMI		XML Request/Response		N/A	3795.60									
	Pre-Ordering		Pre-Order Response Times (TN Reservation XML)		Diagnostic		0.00.00									
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5626.95									
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,824									
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43									
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	443									
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,824									
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43		01.1070							
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	443									
March 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	57:35		19:12							
March 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	407:07									
March 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	560									
March 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	416	416	100.00%							
March 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,513	2,513	100.00%							
March 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	162									
March 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	168	177	94.92%							
March 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	574	575	99.83%							
March 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12									
March 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	21			42.46%	1	87	1.15%	10.66%	-13.967183	-9.491445
February 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,492			.2.4070		01	1070	. 3.0070		
February 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,657,898									
February 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,755									
February 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.944			1.84%	52.719	53.180	99.13%	9.27%	-4.746262	-3.885523
February 2017 February 2017	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,755			1.04%	52,719	33,180	99.13%	9.21%	-4.740202	-5.00002
February 2017 February 2017	Collocation	CP-2C		Reciprocal Compensation All		N/A										
			Collocations with Intervals Longer than 120 Days		Diagnostic		2 007 000	_								
February 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,967,622									
February 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4833.46		00							
February 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360									
February 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360									
February 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360									
February 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	00,000								
February 2017	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%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0		0							
February 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0		0							
February 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5		0 50.00%	50.00%	5	12	41.67%	49.30%	-0.394771	-1.24000
February 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6		0 60.00%							
February 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	4		3 30.77%							
February 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	30	5		49.56%	6	13		49.85%	-0.677282	
February 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3		7 42.86%	49.49%	14	26	53.85%	49.85%	0.092133	-0.94398
February 2017	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%						
February 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5		7 71.43%	45.18%	14	26		49.85%	-0.828278	
February 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	1		46.15%	384	798		49.96%	0.960964	
February 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	142:17		2 71:08	34:25	182510:49	3,497	52:11	146:11	1.112321	-0.32375
February 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	24:44		1 24:44	0:00	34886:49	750	46:31	45:09	-0.482144	
February 2017	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	1:15		1 1:15	0:00	3370:50	232		23:00	-0.575951	
February 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	49:01		0 4:54	3:50	62:38	10			-0.824277	-1.50112
February 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	78:00			15:45	0:14	1	0:14	0:00		
February 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69:24		3 5:20	2:56	0:14	1	0:14	0:00		
February 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	261:36				64:53	11		3:42	-0.783685	
February 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1012:28				205864:42	4,253			-2.584827	
February 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	43:57		7 6:17	6:59	119:10	20	5:58	4:14	0.230118	-0.86009
February 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	10:11		1 10:11	0:00						
February 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	44:43		7 6:23	10:59	119:10	20	5:58		0.302855	-0.81587
February 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	23:20		4 5:50	2:59	45881:08	1,014			-1.734524	
February 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	1		2 50.00%	50.00%	533	3,711	14.36%	35.07%	0.62195	
February 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0		1 0.00%	0.00%	90	784	11.48%	31.88%	-0.359886	
February 2017	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1		1 100.00%	0.00%	24	271	8.86%	28.41%	1.329074	
February 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2			40.00%	5	14		47.92%	-0.792091	-1.48155
February 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1		0.00%	0	1	0.00%	0.00%		
February 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0			0.00%	0	1	0.00%	0.00%		
February 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	9	5		37.55%	5	14		47.92%	-1.30106	
February 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	13	8		35.32%	643	4,679	1011111	34.43%	0.115329	0.0000
February 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0		7 0.00%	0.00%	5	26	19.23%	39.41%	-1.145919	-1.6966
February 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0		1 0.00%	0.00%						
February 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0		7 0.00%	0.00%	5	26	19.23%	39.41%	-1.145919	
February 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1		4 25.00%	43.30%	130	1,084		32.49%	0.248538	0.0.00
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	17			11.24%	38	2,403		12.48%	-0.708612	-1.43080
February 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,71		0.38%	0	56,185	0.00%			
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	6		24.94%	4,766	320,805	1.49%	12.10%	2.247713	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0				40	2,738	1.46%	12.00%	-1.730222	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10			6.86%	1	931		3.28%	2.83931	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13			3.01%	1	931	0.11%	3.28%	-0.153252	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	60			11.35%	39	2,441		12.54%	-0.934313	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0				40	2,731	1.46%	12.01%	-0.569564	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	93			6.30%	5,763	477,563		10.92%	-11.057182	
February 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0		2 0.00%	0.00%	2,828	3,711	76.21%	42.58%	1.582545	0.00.00
February 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1		1 100.00%	0.00%	665	784		35.88%	-0.422752	
February 2017	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	1		1 100.00%	0.00%	255	271	94.10%	23.57%	-0.250029	
February 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15			0.34%						-2.866025
February 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,96		0.04%						-2.985008
February 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	43									
February 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,06								
February 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	48		1 48.00							
February 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	594		3 45.69							
February 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	120		9 13.33	7.28	296	2	148.00	135.76	-1.26886	-1.771412
February 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,706			55.19	31,722	304	104.35	174.60	-0.586626	-1.356643
February 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	1		46.15%						
February 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	9		9 100.00%	0.00%	2	2	100.00%	0.00%		
February 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	5	_		42.59%	138	304	45.39%	49.79%	-1.921503	
February 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1		1 100.00%	0.00%	823	829	99.28%	8.48%	-0.085332	-1.05187
February 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1		1 100.00%							
February 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	148									
February 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	25	-		37.27%	4	4	100.00%	0.00%	-0.030435	-1.01850
February 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	32	3	6 88.89%							
February 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1		1 100.00%	0.00%						
February 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	7		8 87.50%							
February 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	1	4 100.00%							
February 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1		1 1.00	0.00	802	298	2.69	19.47	-0.086729	-1.05272
February 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5		1 5.00							
February 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	582									
February 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	179	-								
February 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	270									
February 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	27		8 3.38							
February 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	71	1	5 4.73							
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1		1 100.00%	0.00%						
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1		1 100.00%	0.00%	2,011	2,182	92.16%	26.88%	-0.291536	
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	226			6.62%	1	1	100.00%	0.00%	-2.620817	
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	39			15.61%	4	4	100.00%	0.00%	-1.335178	
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	66		100.0070	0.00%	1,637	1,754	93.33%	24.95%	-2.132159	-2.29626
February 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,512									
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6314.55									
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15756.30									
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22070.85	19,13	5 1.15							
								4.28	0 0.75							

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3713.36	4,280	0.87							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	738.74	1,718	0.43							
ebruary 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1262.52	1,169	1.08							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.26	1,718	1.16							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3414.93	3,837	0.89							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8081.22	3,794	2.13							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	11496.15	3,837	3.00							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8540.74	7,982	1.07							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15026.74	7,982	1.88							
February 2017	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	2319.76	1,084	2.14							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	678.30	1,190	0.57							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2998.06	1,084	2.77							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3399.30	6,295	0.54							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7588.00	13,550	0.56							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10987.30	6,295	1.75							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	259.92	1,083	0.24							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	828.66	1,973	0.42							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1264.90	973	1.30							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2353.48	1,973	1.19							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2519.28	3,499	0.72							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53639.15	2,801	19.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56158.43	3,499	16.05							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8389.75	4,535	1.85							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.76	6,916	9.86							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46713.96	3,468	13.47							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14994.00	4,760	3.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3992.58	3,246	1.23							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,489	3,095	80.42%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	28	70	40.00%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430	527	81.59%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,489	2,492	99.88%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	28	28	100.00%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430	432	99.54%							
February 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:17	1	24:17							
February 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	221:22	153	1:27							
February 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	195	195	100.00%							
February 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	359	359	100.00%							
February 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,202	2,202	100.00%							
February 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	125	125	100.00%							
February 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	196	199	98.49%							
February 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	488	488	100.00%							
February 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
February 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
February 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	42	11.90%	32.38%	4	75	5.33%	22.47%	-1.517484	-1.9225
January 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,726	1,729	99.83%							
January 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,648,903	1,648,903	100.00%							
January 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22,187	22,187	100.00%							
January 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,440	2,441	99.96%	2.02%	52,029	52,870	98.41%	12.51%	-5.983105	-4.637
January 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22,112	22,112	100.00%							
January 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
January 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,689,617	2,512,227	1.07							
January 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5077.86	32,161	0.16							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
January 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
January 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	22,320	22,320	100.00%							
January 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
January 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	10	15	66.67%	47.14%	0.535415	-0.674
January 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	7	42.86%							
January 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	8	62.50%							
January 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	14	34	41.18%	49.22%	11					
January 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	11	17	64.71%	47.79%	0.401952	-0.75
January 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	3	100.00%							
January 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	11					
January 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	9	22.22%	41.57%	396	694				
January 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23:35	5	4:43	2:46	55:29	14				-0.712
January 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28:01	7	4:00	2:12	7:47	1	7:47			
January 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29:06	8	3:38	3:12	7:47	1	7:47			
lanuary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	208:30	34	6:08	4:34	57:56	15				
January 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	587:33	61	9:38	9:15	168276:56	3,619				
January 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25:35	3	8:32	7:58	69:20	15	4:37	5:14	0.742144	-0.5488
January 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8:23	3	2:48	1:04						
		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	19:47	4	4:57	2:44	69:20	15	4:37	7 5:14	0.302855	-0.815
January 2017 January 2017	Maintenance and Repair Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	38:22	2	19:11	5:46	34763:23	931	37:20	47:13	-0.54318	3 -1.33

	PID Category	PID MR-7D	PID Title Repair Repeat Report Rate-Zone 1	Product Category	Standard	Benchmark N/A	CLEC Numerator	CLEC Denominator	CLEC Result CI	LEC Standard Deviation 40 00%	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result 0.00%	CTL-Q Standard Deviation	Modified Z Score 0.747859	Parity Score -0.54533
anuary 2017	Maintenance and Repair	MR-7D MR-7D	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Panty	N/A N/A	1	5		40.00%	0	1/	0.00%	0.00%		
anuary 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1		Parity	N/A N/A	1		14.29%		0	1			-1.150349	-1.69936
anuary 2017	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity		0	8	0.00%	0.00%	0	1	0.00%	0.00%		
anuary 2017	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A N/A	5	34	14.71%	35.42%	0	17	0.00%	0.00%	1.18275	-0.28093
anuary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity		4	61	6.56%	24.75%	539	4,044	13.33%	33.99%	-1.54433	-1.93888
anuary 2017	Maintenance and Repair Maintenance and Repair		Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	0	3	0.00%	0.00% 47.14%	8	1/	47.06%	49.91%	-1.505545	-1.91530
anuary 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-7F	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded		N/A	1	3	0.00%	47.14%		17	47.06%	49.91%	-1 696557	-2 03143
anuary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	122	1,002	12.18%	49.91%	-0.526042	-2.03143
anuary 2017				Unbundled Loop Analog	Parity		0	2								
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	1,372	0.58%	7.61%	32	2,417	1.32%	11.43%	-1.917563	-2.16579
January 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	70,552	0.00%		0	55,921	0.00%			
January 2017	Maintenance and Repair	MR-8 MR-8	Trouble Rate	Residence	Parity	N/A	0	59	0.00%		4,182	323,898	1.29%	11.29% 11.05%	-0.878408	-1.53403
January 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	216	0.00%		34	2,751	1.24%		-1.583099	
January 2017	Maintenance and Repair	IVII C O	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	2,161	0.32%	5.68%	1	950	0.11%	3.24%	1.732211	0.0531
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	11	14,624	0.08%	2.74%	1	951	0.11%	3.24%	-0.275986	-1.16778
January 2017	Maintenance and Repair	mir o	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,697	0.81%	8.96%	33	2,455	1.34%	11.52%	-1.866037	-2.1344
lanuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%		34	2,744	1.24%	11.06%	-0.523278	-1.3181
lanuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	63	23,630	0.27%	5.16%	5,046	482,053	1.05%	10.18%	-11.504931	-7.99450
January 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	34,032	0.00%	0.02%						-2.98844
lanuary 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,063	0.00%	0.01%						-2.99647
anuary 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	34,128	0.01%							
anuary 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,063	0.00%							
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	39	2	19.50							
lanuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	426	11	38.73	26.76						
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00	0.00	256	2	128.00	135.76	-0.7698	-1.46800
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,335	40	33.38	49.37	43,405	362	119.90	193.72	-2.680719	-2.62976
lanuary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	11	45.45%	49.79%						
lanuary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
lanuary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	23	40	57.50%	49.43%	153	362	42.27%	49.40%	1.943134	0.18134
lanuary 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	3	3	100.00%							
January 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
January 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	152	161	94.41%							
lanuary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	48	49	97.96%	14.14%	1	1	100.00%	0.00%	-2.053749	-2.24859
anuary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	89	93	95.70%							
anuary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
anuary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%						
anuary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	14	14	100.00%							
lanuary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
January 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	9	3	3.00							
January 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	7	1	7.00	0.00						
January 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	300	101	2.97							
January 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	193	34	5.68							
January 2017	Ordering and Provisioning								5.06							
		OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	455	90								
January 2017	Ordering and Provisioning	OP-4E	Interval Zone 1 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	0	90	0.00							
January 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark Parity	6.00 N/A	0	1	0.00 10.00	0.00						
January 2017 January 2017	Ordering and Provisioning	OP-4E OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00 N/A 6.00	0	90 1 1 8	0.00 10.00 3.00	0.00						
January 2017 January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Parity Benchmark Benchmark	6.00 N/A 6.00 5.50	0	1	0.00 10.00 3.00 3.50							
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E OP-4E OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk	Benchmark Parity Benchmark	6.00 N/A 6.00 5.50 N/A	0	1 1 8	0.00 10.00 3.00 3.50 100.00%	0.00%	2	2	100.00%	0.00%		
lanuary 2017 lanuary 2017 lanuary 2017 lanuary 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E OP-4E OP-5A OP-5A	Interval Zone 2 Areas New Service Installation Quality New Service Installation Quality	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Parity Benchmark Benchmark	6.00 N/A 6.00 5.50 N/A N/A	0	1 1 8	0.00 10.00 3.00 3.50		2 2	2 2	100.00%	0.00% 0.00%		
lanuary 2017 lanuary 2017 lanuary 2017 lanuary 2017 lanuary 2017	Ordering and Provisioning	OP-4E OP-4E OP-4E OP-5A	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas New Service Installation Quality	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk	Benchmark Parity Benchmark Benchmark Parity	6.00 N/A 6.00 5.50 N/A	0	1 1 8 2 7	0.00 10.00 3.00 3.50 100.00%	0.00%	2 2 1	2 2 1			-2.125804	-2.29239
lanuary 2017 lanuary 2017 lanuary 2017 lanuary 2017 lanuary 2017 lanuary 2017	Ordering and Provisioning	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A	Interval Zone 2 Areas New Service Installation Quality New Service Installation Quality	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING	Benchmark Parity Benchmark Benchmark Parity Parity	6.00 N/A 6.00 5.50 N/A N/A N/A	0 10 24 7 7	1 1 8 2 7	0.00 10.00 3.00 3.50 100.00%	0.00% 0.00%	2 2 1 1 2	2 2 1 1 2	100.00%	0.00%	-2.125804 -1.441328	
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning	OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A	Interval Zone 2 Areas New Service Installation Quality New Service Installation Quality New Service Installation Quality	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark Benchmark Parity Parity Parity	6.00 N/A 6.00 5.50 N/A N/A	0 10 24 7 7 3 175	1 1 8 2 7 3 178	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31%	0.00% 0.00% 12.87%	2 2 1 1 2 1,812	2 2 1 2 1,968	100.00% 100.00%	0.00% 0.00%		-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A	Interval Zone 2 Areas New Service Installation Quality	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Parity Benchmark Benchmark Parity Parity Parity Parity Parity	6.00 N/A 6.00 5.50 N/A N/A N/A	0 10 24 7 7 3 3 175	1 1 8 2 7 3 178 51	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 96.08%	0.00% 0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A	Interval Zone 2 Areas New Service Installation Quality	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Benchmark Parity Benchmark Benchmark Parity Parity Parity Parity Parity Parity	6.00 N/A 6.00 5.50 N/A N/A N/A N/A	0 10 24 7 7 3 3 175 49	1 1 8 2 7 3 178 51	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 96.08% 97.92%	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A	Interval Zone 2 Areas New Service Installation Quality	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP LNP	Benchmark Parity Benchmark Benchmark Parity Parity Parity Parity Parity Benchmark	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A 95.00%	0 10 24 7 7 7 3 175 49 94 3,535	1 1 8 2 7 3 178 51 96	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 96.08% 97.92% 99.33%	0.00% 0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017	Ordering and Provisioning Pre-Ordering and Provisioning	OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop Analog LNP REQUEST	Benchmark Parity Benchmark Benchmark Parity Parity Parity Parity Parity Benchmark Diagnostic	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/A N/A	0 10 24 7 7 7 3 3 175 49 94 3,535 6846.35	1 1 8 2 7 7 3 178 51 96 3,559 19,561	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 96.08% 97.92% 99.33% 0.35	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	Interval Zone 2 Areas New Service Installation Quality Namber Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Enhanced Extended Loops - DS1 Capable LIS Trunk Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Urbundled Loop - DS1 Capable Urbundled Loop - DS1 Capable Urbundled Loop - Mire Non-Loaded Urbundled Loop Analog LINP REQUEST RESPONSE	Benchmark Parity Benchmark Benchmark Parity Parity Parity Parity Parity Benchmark Diagnostic Diagnostic	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/A	0 10 24 7 7 3 175 49 94 3,535 6846.35	1 1 8 2 7 3 178 51 96 3,559 19,561 13,018	0.00 10.00 3.00 3.50 100.00% 98.31% 96.08% 97.92% 99.33% 0.35	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-4E OP-4E OP-4E OP-5A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop SD1 Capable Unbundled Loop Analog LNP REORUEST RESPONSE TOTAL	Benchmark Parity Benchmark Benchmark Parity Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/A	0 10 24 7 7 3 175 49 94 3,535 6846,35 15751.78 22598.13	1 1 8 2 7 3 178 51 96 3,559 19,561 13,018	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 97.92% 99.33% 0.35 1.21	0.00% 0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Price Non-Loaded Unbundied Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 PS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST	Benchmark Parity Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	6.00 N/A 6.00 5.50 N/A	0 10 10 24 7 7 7 7 3 3 175 6846.35 6846.35 3727.65 7720.30	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6B OP-1-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wi	Benchmark Parity Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	6.00 N/A 6.00 S.50 N/A	0 10 10 24 7 7 7 7 7 3 175 49 9 4 3.535 15751.78 22598.13 3146.25 3727.65	1 1 8 2 7 3 178 51 96 3,599 19,561 13,018 4,195 4,195	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
lanuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality New Service Installation Outlity Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Price Non-Loaded Unbundied Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 PS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST	Benchmark Parity Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Parity Parity Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	6.00 N/A 6.00 5.50 N/A	0 10 10 24 7 7 7 7 3 3 175 6846.35 6846.35 3727.65 7720.30	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
January 2017 January 2017 January 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6C PO-1-IMA GUI	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - BS1 Capable Unbundled Loop - Wire Non-Loaded Unbundled Loop - Analog LNP REOUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST	Benchmark Parity Barchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Diagnostic	6.00 N/A 6.00 5.50 N/A	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 98.31% 96.08% 97.92% 99.33% 1.21 1.16 0.75 0.89	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-2.29239 -1.87626 -2.25812
January 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Schaduler) Pre-Order Response Times (Appl. Schaduler) Pre-Order Response Times (Facility Assignment)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 5S1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 181 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Manalog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL	Benchmark Parity Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Parity Parity Diagnostic	6.00 N/A 6.00 5.50 N/A	0 100 24 77 77 3 3 175 49 94 49 95 167 167 167 167 167 167 167 167 167 167	1 1 1 8 2 2 7 7 3 3 178 8 51 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
Ianuary 2017	Ordering and Provisioning Pre-Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6C PO-1-IMA GUI	Interval Zone 2 Areas New Service Installation Quality New Service Installation Service New Service Installati	Enhanced Extended Loops - DS1 Capable LIS Trunk Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 12 Wire Non-Loaded Urbundled Loop - 12 Wire Non-Loaded Urbundled Loop - 12 Wire Non-Loaded Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 18 To Capable Urbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST	Benchmark Parity Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Diagnostic	6.00 N/A 6.00 5.50 N/A	0 0 100 110 124 124 125 125 125 125 125 125 125 125 125 125	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
January 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Urbundled Loop - DS1 Capable Urbundled Loop - DS1 Capable Urbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Urbundled Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Benchmark Parity Diagnostic	6.00 N/A 6.00 5.50 N/A	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 100.00% 96.08% 97.02% 9.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
January 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality New Service Installation Precorder Resportse Times (Address Validation) Pre-Order Resporse Times (Address Validation) Pre-Order Resporse Times (April Scheduler) Pre-Order Resporse Times (April Scheduler) Pre-Order Resporse Times (Facility Assignment) Pre-Order Resporse Times (Facility Assignment) Pre-Order Resporse Times (Facility Assignment) Pre-Order Resporse Times (Facility Check) Pre-Order Resporse Times (Facility Check) Pre-Order Resporse Times (Facility Check)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Price Non-Loaded Unbundied Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 1S1 Capable Unbundied Loop - 1S1 Capable Unbundied Loop - 1S1 Capable Unbundied Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL	Benchmark Partiy Benchmark Benchmark Benchmark Partiy Partiy Partiy Partiy Partiy Partiy Partiy Partiy Diagnostic	6.00 N/A 6.00 5.50 N/A	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.00 3.50 10.00% 100.00% 98.31% 99.09% 97.92% 93.3% 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
Innuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Responses Times (Address Validation) Pre-Order Responses Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Responses Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Responses Times (Facility Check) Pre-Order Response Times (Facility Check)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Analog LNP REOUEST RESPONSE TOTAL REOUEST TOTAL REOUEST TOTAL REOUEST RESPONSE	Benchmark Parity Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Parity Parity Diagnostic	6.00 N/A 6.00 5.50 N/A	0 0 100 100 100 100 100 100 100 100 100	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 93.31% 96.08% 97.92% 0.35 1.16 0.75 0.42 1.03 1.14 2.15 2.25	0.00% 0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
Isonaury 2017 Is	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-1-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Schaduler) Pre-Order Response Times (Appl. Schaduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chask) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 5S1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 3S1 Capable Unbundled Loop - 12 Wire Non-Loaded Unbun	Benchmark Parity Barty Parity Parity Parity Parity Parity Parity Parity Parity Diagnostic	6.00 5.50 N/A	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.00 3.50 100.00% 100.00% 98.31% 99.00% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 0.84 2.15 2.95 1.07	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
Innuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-6A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A OP-1-IMA GUI PO-1-IMA GUI	Interval Zone 2 Areas New Sarvice Installation Quality New Sarvice Installation Sarvice	Enhanced Extended Loops - DS1 Capable LIS Trunk Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 12 Wire Non-Loaded Urbundled Loop - 12 Wire Non-Loaded Urbundled Loop - 12 Wire Non-Loaded Urbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Diagnostic	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 96.08% 97.92% 1.11 1.16 0.75 0.89 0.42 1.03 1.14 2.15 2.95 1.07 1.15	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
Innuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Urbundled Loop - 2 Wire Non-Loaded Unbundled Loop	Benchmark Parity Barochmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Parity Diagnostic	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 10.00% 100.00% 96.00% 97.92% 0.35 1.21 1.66 0.75 0.88 0.42 1.03 1.14 0.84 2.15 2.95 1.15 1.91	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-5A OP-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - LS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Benchmark Parity	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 100 1100 1100 1100 1100 1100 1100 11	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.00 3.50 100.00% 100.00% 98.31% 99.09% 97.92% 93.38 1.21 1.16 0.75 0.89 0.42 1.03 1.144 0.84 2.15 2.95 1.07 1.15 1.191	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
Isonaury 2017 Is	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Parity Parity Diagnostic	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 10 10 10 10 10 10 10 10 10 10 10 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 95.92% 93.33% 0.35 1.21 1.16 0.75 0.88 0.42 1.03 1.14 0.84 0.84 1.15 2.95 1.07 1.15 1.95 1.07 1.15 1.15 1.15 1.15 1.15 1.15 1.15 1.1	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
Isonuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-6A OP-6A OP-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Gevice Availability) Pre-Order Response Times (Service Availability)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 5S1 Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Benchmark Parity	6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 100.00% 100.00% 98.31% 98.08% 93.22% 1.16 0.75 1.21 1.16 0.75 1.21 1.16 0.75 1.21 1.14 2.15 2.95 1.15 1.91 1.15 1.91 1.91 1.91 1.91 1	0.00% 0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Response Tim	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Parity Diagnostic	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.00 3.50 100.00% 100.00% 96.00% 97.92% 0.35 1.21 1.16 0.75 0.88 0.42 1.03 1.14 0.84 2.15 2.95 1.15 1.91 2.10 0.55 2.71	0.00% 0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-1MA GUI PO-1-1MA GUI	Interval Zone 2 Areas New Sarvice Installation Quality New Corder Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gel CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 St Capable LIS Trunk SUB-LOOP UNBUNDLING Unbundled Loop - DS1 Capable Unbundled Loop - Analog LNP REOUEST RESPONSE TOTAL REQUEST RESPONSE	Benchmark Parity	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 10 10 10 10 10 10 10 10 10 10 10 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 10.000% 100.00% 98.31% 96.08% 93.32% 0.35 1.21 1.16 0.75 0.75 0.75 0.75 1.17 1.15 1.19 1.19 1.19 1.19 1.19 1.19 1.19	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meel Point Inquiry) Pre-Order Response Times (Meel Point Inquiry) Pre-Order Response Times (Meel Point Inquiry) Pre-Order Response Times (Service Availability)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 10 10 10 10 10 10 10 10 10 10 10 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 10.00% 110.00% 98.31% 99.52% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 0.84 0.81 1.15 2.95 1.27 1.15 2.95 1.97 1.15 2.95 1.97 1.16 0.55 2.71	0.00% 0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.8762
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-6C PO-1-IMA GUI	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Text Reservation)	Enhanced Extended Loops - DS1 Capable LiS Trunk Urbunded Loop - 2 Wire Non-Loaded Urbunded Loop - 12 Wire Non-Loaded Urbunded Loop - 2 Wire Non-Loaded Urbunded Loop - 12 Wire Non-Loaded Urbun	Benchmark Parity Benchmark Benchmark Benchmark Benchmark Parity P	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 0 100 100 100 100 100 100 100 100 100	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.00 3.50 100.00% 98.31% 98.38% 99.02% 99.02% 1.21 1.16 0.75 0.89 0.42 1.03 1.17 1.19 1.50 1.19 1.10 0.55 2.71 0.55 2.71 0.55 0.680 0.	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.8762
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Time Servation)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loade	Benchmark Parity	6.00 N/A 6.00 5.50 N/A N/A N/A N/A N/A N/A N/A N/	0 10 10 10 10 10 10 10 10 10 10 10 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 10.00% 40.00% 98.31% 90.08% 97.92% 93.33% 1.16 0.75 0.88 0.42 1.16 2.15 2.50 1.03 1.1.14 0.84 0.84 0.84 0.84 0.85 0.42 1.15 0.55 0.55 0.65 0.75 0.75 0.75 0.75 0.75 0.75 0.75 0.7	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.8762
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Respon	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Urbundled Loop - 2 Wire Non-Loaded Unbundled Loo	Benchmark Parity Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Parity Diagnostic	G.00	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.00 3.50 100.00% 100.00% 96.00% 97.92% 93.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.17 1.17 1.19 0.55 2.71 1.91 0.55 2.71 1.91 0.55 2.71 1.99 0.55 2.71 0.56 0.59 0.59 0.59 0.59 0.59 0.59 0.59 0.59	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-6A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Time Qualifox)	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loade	Benchmark Parity Diagnostic	G.00	0 10 10 10 10 10 10 10 10 10 10 10 10 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.50 10.00% 40.00% 98.31% 98.08% 93.35% 0.35 1.21 1.16 0.75 1.21 1.16 0.75 1.21 1.16 0.75 1.07 1.15 1.07 1.15 1.07 1.15 1.07 1.15 1.07 1.16 0.55 0.71 0.54 0.60 1.69 0.25 0.41 1.129	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Pre-Ordering	OP-4E OP-4E OP-4E OP-4E OP-4E OP-5A OP-6A	Interval Zone 2 Areas New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Respon	Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk SUB-LOOP UNBUNDLING Urbundled Loop - 2 Wire Non-Loaded Unbundled Loo	Benchmark Parity Benchmark Benchmark Benchmark Benchmark Parity Parity Parity Parity Parity Parity Parity Diagnostic	G.00	0 100 100 100 100 100 100 100 100 100 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00 10.00 3.00 3.00 3.50 100.00% 100.00% 96.00% 97.92% 93.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.17 1.17 1.19 0.55 2.71 1.91 0.55 2.71 1.91 0.55 2.71 1.99 0.55 2.71 0.56 0.59 0.59 0.59 0.59 0.59 0.59 0.59 0.59	0.00% 0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
anuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67178.52	6,876	9.77							
lanuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26253.76	6,311	4.16							
anuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47120.81	3,373	13.97							
anuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3863.25	765	5.05							
anuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	3.15							
anuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3895.20	3,246	1.20							
anuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
anuary 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,555	3,173	80.52%							
lanuary 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	39	76	51.32%							
lanuary 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	466	555	83.96%							
lanuary 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,555	2,561	99.77%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	39	39	100.00%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	466	470	99.15%							_
January 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1:38	1	1:38							_
January 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	165:50	169	0:59							_
January 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	183	183	100.00%							_
January 2017 January 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	458	458	100.00%							_
January 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	2 289	2 290	99.96%							_
	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)			Benchmark	95.00%	2,289	2,290	100.00%							_
lanuary 2017			FOCs on Time for Electronic/Manual LSRs	Resale Aggregate												_
anuary 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	175	179	97.77%							
anuary 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	502	502	100.00%							
anuary 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
lanuary 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	22	60	36.67%	48.19%	2	90	2.22%	6 14.74%	-14.020278	-9.5237
December 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,671	1,673	99.88%							
December 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,244,310	1,244,440	99.99%							
December 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,945	21,945	100.00%							
December 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,286	2,287	99.96%	2.09%	60,711	61,511	98.70%	6 11.33%	-5.20913	-4.1669
December 2016		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21,945	21,945	100.00%							1
December 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,466,468	3,229,169	1.07							
December 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4394 53	29,217	0.15							
December 2016 December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	4394.53 30.420	30.420	100.00%							-
December 2016 December 2016		GA-1		SIA		N/A N/A	30,420	30,420 30,420	100.00%							-
	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic											
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
December 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
December 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	11	63.64%	48.10%	10	19	52.63%	6 49.93%	-0.581737	7 -1.3536
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	8	25.00%							
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	6	9	66.67%							_
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	49	36.73%	48.21%	10	21	47.62%	6 49.94%	0.589479	-0.6416
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	9	44.44%	49.69%	10	15			0.642636	
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A			0.00%	0.00%	10	10	0.00%		0.042000	-0.0033
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2			N/A	6	1	100.00%	0.00%	10	15			-1 46385	-1.8899
				Unbundled Loop - DS1 Capable	Parity		ь	6		0.00.00						
December 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	5	60.00%	48.99%	356	616			-0.099554	-1.0605
December 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,250	4,491			-0.997887	
December 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	20:53	1	20:53	0:00	28981:34	756			-0.270834	
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	58:21	11	5:18	4:34	79:00	16	4:56	6 4:02	0.133245	-0.9189
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	5:46	1	5:46	0:00						
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	56:16	8	7:02	3:24	12:46	1	12:46	6 0:00		
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29:29	9	3:17	1:51	12:46	1	12:46	6 0:00		
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	299:26	49	6:07	5:45	96:38	18	5:22			-0.6474
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	847:31	63	13:27	14:11	146070:21	3,670	39:48			-2.4860
December 2016	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	37:02	9	4:07	2:20	51:35	13			-0.032592	
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	6:15	4	6:15	0:00	5:50	13	5:50		0.002092	1.0100
December 2016 December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2			N/A	17:08	1 6	2:51	0:00	5:50	13			-0.675382	2 -1.4106
December 2016 December 2016		MR-6E MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	17:08	6	2:51 3:18	0:41	51:35 29686:35	788				
December 2016 December 2016	Maintenance and Repair	MR-6E MR-7B		Unbundled Loop Analog SUB-LOOP UNBUNDLING	Parity	N/A N/A	26:24	8	0.00%	0:44	29686:35	788	0.00%		-1.524559	-1.9268
	Maintenance and Repair		Repair Repeat Report Rate-Disp out MSA		Parity		0	1	0.0070	0.00.00	0	1	0.007			
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	11	9.09%	28.75%	5	22	22.73%	6 41.91%	-0.881176	-1.5357
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	8	0.00%	0.00%	0	1	0.00%			
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	9	0.00%	0.00%	0	1	0.00%			
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	49	16.33%	36.96%	5	22			-0.595146	
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	63	11.11%	31.43%	508	4,043	12.56%	6 33.15%	-0.345461	-1.2100
December 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	9	33.33%	47.14%	1	15			1.124338	-0.3164
December 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	6 0.00%		
December 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	6	33.33%	47.14%	1	15			0.899435	-0.4531
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	8	0.00%	0.00%	98	839			-1.023737	
ecember 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	1,407	1.42%	11.84%	34				0.069937	
December 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	20	70,788	0.00%	0.53%	34	56,233			0.439535	-0.9374
ecember 2016 ecember 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence		N/A	0	70,788	0.00%	0.03%	4.121	326,985			-0.875039	
					Parity		U									
December 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	211	0.47%	6.87%	37	2,778			-1.048065	
ecember 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	2,239	0.36%	5.97%	1	968	0		2.055442	
ecember 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9	14,797	0.06%	2.47%	1	969			-0.39801	-1.241
ecember 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	55	4,750	1.16%	10.70%	36	2,480			-0.991252	
ecember 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%		37	2,771	1.34%	6 11.48%	-0.543495	-1.330
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	71	23,967	0.30%	5.43%	4,882	486,100	1.00%	6 9.97%	-10.732325	-7.52
ecember 2016			Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A		33,960	0.02%	0.25%						-2.9274
Necember 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc WITGSR exci													
	Network Performance Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc Wi TGSR excl	LIS Trunk	Parity	N/A	1	13,087	0.01%	0.09%						-2.9744
ecember 2016							1 12	13,087 34,032	0.01%	0.09%						-2.974

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator		LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	157	3	52.33							
December 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	246	6	41.00	0.00						
December 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	974	12	81.17	34.64	61,008	413	147.72	207.15	-1.0971	-1.66699
December 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	6	0.00%	0.00%						
December 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	12	16.67%	37.27%	192	413	46.49%	49.88%	-2.041821	-2.241339
December 2016 December 2016	Ordering and Provisioning	OP-3A OP-3D	Dispatches within MSAs Interval Zone 1 Areas	Sub-Loop Unbundling	Benchmark Benchmark	90.00%	0	1	0.00%				_			
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Parity	90.00% N/A	4	2	100.00%	0.00%						
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	- 4	- 4	100.00%	0.00%						
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	121	123	98.37%							
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	39	40	97.50%	15.61%	1	4	25.00%	43.30%	-3.192795	-2.941081
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	35	40	87.50%	10.0170			20.0070	40.0070	0.102700	2.041001
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	5	80.00%							
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	2	50.00%	50.00%	-1	-1.607957
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%						
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
December 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	1	5.00							
December 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
December 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	340	99	3.43							
December 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	113	23	4.91							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	174	41	4.24							
December 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
December 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	16	4	4.00							
December 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	3	3	100.00%	0.00%		
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2	. 4	50.00%	50.00%	-0.894427	-1.543773
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	135	135	100.00%	0.00%	4	4	100.00%			
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	47	47	100.00%	0.00%	2	4	00.0070	50.00%	-1.919967	2.101201
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	39	42	92.86%	25.75%	1,904	2,022	94.16%	23.44%	0.122746	-0.925376
December 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,574	3,580	99.83%							
December 2016	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST RESPONSE	Diagnostic	N/A N/A	6544.66 15825.84	19,249	0.34							
December 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic		15825.84	12,972	1.22				_			
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A N/A		19,249	1.16				_			
December 2016 December 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	REQUEST TOTAL	Diagnostic Diagnostic	N/A	3308.54 3797.28	4,471 4,471	0.74							
December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.22	1,798	0.85							
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1356 48	1,790	1.08							
December 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2057.70	1,798	1.14							
December 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3295.45	3,877	0.85							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8364.16	3,734	2.24							
December 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11659.61	3,877	3.01							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8078.70	7,694	1.05							
December 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5.640	1.15							
December 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14564.70	7,694	1.89							
December 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.81	1.093	2.17							
December 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	697.16	1,202	0.58							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3068.97	1,093	2.81							
December 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3315.00	6,500	0.51							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7924.84	12,782	0.62							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11239.84	6,500	1.73							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	246.33	1,071	0.23							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	773.96	1,759	0.44							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1097.46	871	1.26							
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2117.75	1,759	1.20							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2467.25	3,475	0.71							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48167.14	2,558	18.83							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	50634.39	3,475	14.57							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7300.77	4,479	1.63							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66721.92	6,726	9.92							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26569.31	6,311	4.21							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46040.56	3,368	13.67				_			
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A N/A	3991.25	775 4.880	5.15							
December 2016	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A N/A	15372.00 3680.60	4,880 3.346	3.15 1.10							
December 2016 December 2016	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML) Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	3680.60 5266.12	3,346 1,522	3.46							
December 2016 December 2016	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	LNP	Diagnostic Diagnostic	N/A N/A	5266.12	1,522	79.52%							
December 2016	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,248	72	79.52% 44.44%				-			
December 2016	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	428	527	44.44% 81.21%							
December 2016	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2.248	2,260	99.47%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	32	100.00%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	428	428	100.00%							
December 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	324:28	164	1:59							
December 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	324.20	32	100.00%							
December 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	429	429	100.00%							
December 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,066	2,066	100.00%							
	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	13	2,000	100.00%							
December 2016 December 2016		PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	182	184	98.91%							
December 2016	Pre-Ordering	PO-5B-(b) PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs LNP	Benchmark Benchmark	90.00%	182 469	184 469	98.91%							
December 2016 December 2016	Pre-Ordering Pre-Ordering			1												

Month	PID Category	PID	PID Title	Product Category						CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,584	1,584	100.00%							
November 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,204,113	1,276,510	94.33%							
November 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22,437	22,437	100.00%							
November 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,365	3,367	99.94%	2.44%	57,013	57,752	98.72%	11.24%	-6.123633	-4.72290
November 2016		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22,437	22,437	100.00%							
November 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,224,472	2,968,433	1.09							
November 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	8678.44	30,355	0.29							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
November 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
November 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	10	30.00%	45.83%	8	16	50.00%	50.00%	0.590424	-0.6410
November 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
November 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	7	15	46.67%							
November 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	16	50.00%							
November 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	16	26	61.54%	48.65%	10	18	55.56%	49.69%	-0.392678	
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	7	12	58.33%	49.30%	-0.159464	-1.0969
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%						
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
November 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	7	12	58.33%	49.30%	-1.309307	-1.7960
November 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	3	33.33%	47.14%	413	805	51.30%	49.98%	0.046599	
November 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	55:03	2	27:31	1:58	188009:45	3,859	48:43		-0.401659	
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	64:33	10	6:27	2:38	90:16	14	6:27	0.00	0.040117	-0.9756
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:58	1	0:58	0:00	2:43	1	2:43			
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	68:23	15	4:34	2:56	13:48	2	6:54	0.00	000000	
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	88:32	16	5:32	5:55	13:48	2	6:54		-0.285278	
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	141:00	26	5:25	4:23	93:27	15	6:14	0	0.00.00.	
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	907:49	78	11:38	10:43	212183:55	4,738	44:47		-4.196181	
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24:21	6	4:03	2:02	51:21	10	5:08	4:13	-0.494711	-1.3007
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	4:27	2	2:13	2:32						
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7:08	2	3:34	1:04						
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8:58	3	2:59	0:39	51:21	10	5:08	4:13	-0.773562	-1.4702
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	44:16	8	5:32	4:59	56737:46	1,004	56:31	168:58	-0.849942	-1.5167
November 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	525	4,109	12.78%	33.38%	-0.541134	-1.3289
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	10	10.00%	30.00%	6	19	31.58%	46.48%	-1.188268	-1.7224
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	15	0.00%	0.00%	0	2	0.00%	0.00%		
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	16	6.25%	24.21%	0	2	0.00%	0.00%	-1.22064	-1.7420
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	26	19.23%	39.41%	6	19	31.58%		-0.88017	-1.5351
November 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	9	78	11.54%	31.95%	657	5,168	12.71%	33.31%	-0.309036	-1.187
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	2	12	16.67%	37.27%	0	
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	- 2	0.00%	0.00%						
November 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	2	12	16.67%	37.27%	-0.69282	-1.4212
November 2016	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0		0.00%	0.00%	125	1.072	11.66%	32.09%	-1.023789	
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16	1.452	1.10%	10.44%	28	2.479	1.13%		-0.078916	
November 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	71,316	0.00%	0.65%	1	56.090	0.00%	0.42%	1.017141	
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	71,510	3.33%	17.95%	5.258	329.875	1.59%		0.680407	
November 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	211	0.00%	17.0070	31	2,821	1.10%	10.43%	-1.47692	
November 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15	2.269	0.66%	8.10%	31	980	0.20%		2.649206	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	15	14,887	0.66%	3.48%	2	980	0.20%	4.51%	-0.557985	
		MR-8				N/A N/A		14,887	0.12%	7.76%	2					
November 2016	Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A N/A	29			7.76%	30	2,518	1.19%		-2.19301	
November 2016	Maintenance and Repair		Trouble Rate	Unbundled Loop - XDSLi	Parity		0	22	0.00%	5.94%	31	2,813	1.10%	10.44%	-0.493199	
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	86	24,249	0.35%		6,240	490,338	1.27%	11.21%	-12.448446	
November 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	3,202	4,109	77.93%	41.47%	-0.752493	
November 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	34,200	0.01%	0.10%						-2.9592
November 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,111	0.00%	0.04%						-2.9897
November 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	34,224	0.01%							
November 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,111	0.00%							
November 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	130	1	130.00							
November 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	140	8	17.50	6.48						
November 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	760	10	76.00	0.00	76,071	461	165.01	230.89	-1.206094	-1.7332
November 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	8	25.00%	43.30%						
November 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	10	0.00%	0.00%	199	461	43.17%	49.53%	-2.726565	-2.6576
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	6	6	100.00%							
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	157	171	91.81%							
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	29	39	74.36%	43.67%						
November 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	20	90.00%							
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%						
November 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	28	28	100.00%							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	12	6	2.00							
November 2016					Benchmark	6.00	476	127	3.75							
November 2016		OP-4D	Interval Zone 1 Areas													
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded												_
		OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark Benchmark	5.50	202	31	6.52							

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	22	2	11.00							
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	70	14	5.00							
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	6	66.67%	47.14%	5	7	71.43%	45.18%	-0.405222	-1.2463
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	168	172	97.67%	15.07%	5	7	71.43%	45.18%	-1.506764	-1.9160
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	42	43	97.67%	15.07%						
November 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	48	48	100.00%	0.00%	1,975	2,124	92.98%	25.54%	-1.881818	-2.1440
November 2016	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	26	26								
November 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	10,072	10,074								
November 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6417.18	19,446								
November 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15693.60	13,078								
November 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22110.78	19,446								
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3072.24	4,267	0.72							
November 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3564.94	4,267	0.0.							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	704.38	1,718	0.41							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1314.60	1,252	1.05							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2018.98	1,718	1.18							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3083.67	3.807	0.81							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7957.00	3,650	2.18							
November 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL		N/A	11040.67	3.807								
November 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8012.59	7.351	1.09							
					Diagnostic											
November 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6542.40	5,640								
November 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14554.99	7,351	1.98							
November 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2284.37	1,093								
November 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	603.72									
November 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2888.09	1,093								
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3804.08	6,793	0.56							
November 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7014.70	12,754								
November 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10818.78	6,793								
November 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	268.75	1,075								
November 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.05	1,075								
November 2016 November 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1263.39	1,860								
November 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2263.19	1,860								
November 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2306.04	3,494								
November 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53203.83	2,787								
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55509.87	3,494	15.89							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8593.70	4,523	1.90							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7830.09	4,579	1.71							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67806.72	6.976	9.72							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26168.94	6,321	4.14							
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47050.96	3,368								
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4011.35	785								
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Weet Full Inquiry XWL)	XML Request/Response	Diagnostic	N/A	15917.40	4.780								
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3775.20	3,146								
November 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	0							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,224	2,786	79.83%							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	53	92	57.61%							
November 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	382	505	75.64%							
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,224	2,235	99.51%							
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	53	53	100.00%							
November 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	382	382	100.00%							
November 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	238:11	182	1:19							
November 2016	Pre-Ordering	PO-5A-(a)			Benchmark	95.00%	53	53								
			FOCs on Time for Fully Electronic LSRs	Resale Aggregate		0.010070										
November 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	352									
November 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,998	1,998								
November 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	15	15								
November 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	208	210								
November 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	507									
November 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	25	25	100.00%							
November 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	23	46	50.00%	50.00%	4	76	5.26%	22.33%	-10.724782	-7.5202
October 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,589	1,590								
October 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,303,574									
October 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21.980	21,980								
October 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,152	3.157		3.98%	61.352	62.168	98.69%	11.38%	-5.558625	-4.3794
	9	BI-4A BI-4B		55 5		N/A		21.980		3.96%	01,352	02,168	90.09%	11.38%	-0.000025	-4.5794
October 2016	Billing		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic		21,980									
October 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,218,985	3,054,395								
October 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5070.86	31,421	0.16							
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880								
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
October 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
October 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
October 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565								
October 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600								
October 2016 October 2016	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL		N/A N/A	21,600	21,600	100.00%							
			,g-		Diagnostic			0	55.053	40 ===-			50.5 :::	40	0.40	4.575
October 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	20		49.75%	9	17	52.94%	49.91%	-0.125038	-1.076
October 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	7	28.57%							
October 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	18	22								
October 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	35	51.43%	49.98%	9	18	50.00%	50.00%	-0.098506	-1.059
October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A		12	66.67%	47.14%	21	28	75.00%	43.30%	0.177325	-0.892
October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	- 1	100.00%	0.00%						
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A			0.00%	0.0076						
Dotobor 2016		DC-7Ivi	All Housids Oldated W/I # Flours-Z008 Z	onbundled Loop - 2 Wire Non-Loaded	Diagnostic	IN/M	0	1								
October 2016 October 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	10	60.00%	48.99%	23	30	76.67%	42.30%	0.63075	-0.61

Series of the content	Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator						TL-Q Standard Deviation		
March Marc	October 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	18	27.78%	44.79%	366	774	47.29%	49.93%	1.411578	-0.141822
Marche March									20			80:25	12	6:42	4:36	-0.518774	-1.315392
Marchen Marc									/								
See Control of Control												04-06	14	6:20	4.22	4 207040	-1.843265
Series of the control																	-4 719189
March Marc	October 2016									0.00			1,000				-1.319443
See	October 2016											112.00	2.1	7.72	0.00	0.020401	1.010440
Martin	October 2016	Maintenance and Renair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded		N/A	5:51	1	5:51	0:00						
Company of the Comp	October 2016								10			117:56	26	4:32	4:52	-0.632972	-1.384819
Martine M. 19 Martine M. 19 Martine	October 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog		N/A	32:39	4	8:10	4:11	56129:54	1,100	51:02	40:55	-2.091659	-2.271639
March Marc	October 2016		MR-7D		Enhanced Extended Loops - DS1 Capable	Parity	N/A			10.00%	30.00%	1			22.33%		-1.030111
March Marc	October 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	7	42.86%	49.49%						
Management Man	October 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	23	8.70%	28.18%						
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	October 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	2	35	5.71%		1	19	5.26%	22.33%	-0.581778	-1.353696
Marchen March Ma	October 2016	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	64		29.15%	691	4,739	14.58%	35.29%	-1.172249	-1.712677
Mathematical Math	October 2016	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity		1	12			8	30	26.67%	44.22%	-1.21376	-1.737914
Martine Mart	October 2016	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1		0.00%						
March Marc	October 2016			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				0	1								
Management Management will be Ma								2	10			8					-1.251002
March Marc	October 2016							1									-0.929036
Marketon of Horse 1948 State State Sta								32							13.29%	0.845157	-0.486181
Marches of March 194 Market								1		0.0010	0.37%			0.0010			
Market M																	-1.572628
Management Plane Mill Management Plane Mill Management Plane Mill M								0		0.0010					13.15%	-1.867202	-2.135178
Marche March Mar								7									
Memory M				1.1.2.2.2							0.00.0			0.0070	40.0007	9 00070-	-2.768977
Martine Company Martine Co											9.56%						-2.768977 -1.384977
March Performance MAX			IVII C O								5.050/						-1.384977 -8.839301
Mode Principal Mode Principal Mode								68				5,884	494,466	1.19%	10.84%	-12.894503	-8.839301 -2.984419
Marco Principation Marco Principation Marco Principation Marco Principation Marco								2			0.000						-2.984419 -2.996485
Memory M											0.0176						-2.000403
Owing and Problems Owing and Problems Owing of Problems Owing and Problems Owing an																	
Control of Ministry								-									
Control Cont	October 2016										2 27	20	1	20.00	0.00		
Second 2016 Control of Princing Control of Princing Control Operating Co	October 2016												1				
Content and Presenting Children Present Pre	October 2016								10				449			-1.501517	-1.912858
Control Cont	October 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	15	40.00%	48.99%	1	1	100.00%	0.00%		
Section Control profession Control profession Control Co	October 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	1	1	100.00%	0.00%		
Control Cont	October 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	10	0.00%	0.00%	197	449	43.88%	49.62%	-2.765347	-2.681212
Section Control of Processing Orange of	October 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable		90.00%	3	4	75.00%							
Column C	October 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%						
Column 2016 Column 2017	October 2016	Ordering and Provisioning	01 00	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%			96.67%							
Section Coloring and Processing Orall Section	October 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	24	26	92.31%	26.65%	3	4	75.00%	43.30%	-0.744208	-1.452447
Column C	October 2016	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	67	68								
Color Colo	October 2016							7	7								
Control Cont	October 2016	Ordering and Provisioning		Interval Zone 2 Areas	LIS Trunk	Parity		2	2	100.00%	0.00%						
Column C	October 2016							2	3								
Contract 2016 Coloring and Principationing Chi-LD Internal Zeria (Asses Enfanced Enterhold Expo. 2 Vir NorLoaded Burchmark 6.00 6 1 5.00 6 6 7 7 7 7 7 7 7 7								2	5	1010010	48.99%						
Section 2016 Options and Promotoring of Professioning								7	7								
Column 2016 Options and Processioning Op-1.0 Internal Zone of Areas Unbunded Loop - 510 Capable Beschmark 6.00 428 159 2.71								5	1								
Coloring and Projectioning OP-4D Server Alzon 4 Frees Unbunded Logo -DSI Copules Berchmark 5.50 100 32 4.65 5.00									2		0.00						
Colorer 2016 Ordering and Photological Orl-40 Internal Zava Javans Emmanded Estandate Logical Sci Sc																	
Colder 2016 Ordering and Pholisoning OP-4E Interval Zano 2 Ariess Ethanoed Estanded Logo - 2 N Enhanced Estanded Logo - 2																	
Column C									62								
Coloring and Provisioning OP-4E Interval Zane 2 Anneas Unbunded Lop - 2 Win Nor-Loaded Banchmark 5.00 7 2 3.50							0.00	_	1		0.00						
Coloring and Provisioning OP-E Interval Zana 2 Assis Unbunded Loop - DSI Capable Benchmark 5.50 4.0 5 8.00	October 2016								2		0.00						
Coloring and Provisioning OP-4E Internet Zone 2 Ames Unbunded Loop Analog Benchmark G.00 3.5 7 5.00	October 2016								5								
Claber 2016 Oderling and Provisioning OP-SA New Service Installation Quality Unbunded Log - 2 Wire Non-Loaded Party NA 22 240 86.67% 17.55% 1 1 100.00% 0.00% 1.835781 2.1	October 2016								7								
Columnia and Provisioning OP-5A New Service Installation Quality Unbundled Loop - 2 Wire North-Coaded Parity NA 2.3 2.40 96.67% 17.95% 1 1 10.000% 0.00% -1.853781 2.2	October 2016				LIS Trunk		0.00		10	0.00	0.00%						
Contenting and Provisioning OP-SA New Service Installation Quality Urbundied Loop - DSI Capable Party NA 31 31 100,00% 0.00% 4 4 100,00% 0.00% 2 100,00%	October 2016										0.0070	1	1	100.00%	0.00%	-1.835781	-2.116076
Crober 2016 Ordering and Provisioning OP-8B Number Portability Timeliness with Lop Coord LNP Benchmark 95.00% 3.996 3.999 99.92%	October 2016											4	4				
Coldering and Provisioning OP-8B Number Portability Timeliness with Lop Coord LPP Benchmark 95.00% 3.996 3.999 99.92%	October 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	78	78	100.00%	0.00%	2,195	2,331	94.17%	23.44%	-2.162481	-2.314695
Pro-Ordering Pro-Ordering Pro-Order Response Times (Address Validation) REDUEST Diagnostic NA 15899.28 19,812 0.33	October 2016		OP-8B				95.00%		2	100.00%							
Pro-Ordering Pro-Ordering Pro-Order Response Times (Address Validation) REDUEST Diagnostic NA 15899.28 19,812 0.33		Terri de do d	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,996	3,999	99.92%							
Pro-Ordering Pro-Ordering Pro-Order Response Times (Address Validation) TOTAL Diagnostic NA 22437.24 19,812 1.13	October 2016	Ordering and Provisioning		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6537.96	19,812	0.33							
citcher 2016 PRO-Ordering PO-1-IMA GUI PRO-Order Response Times (Aptices Validation) TOTAL Diagnostic NA 2,5437,24 19,812 1,13 Image: Control of the Control o	October 2016	Pre-Ordering				Diagnostic	N/A	15899.28	12,822	1.24							
clober 2016 Pro-Ordering PO-1-IMA GUI Pro-Order Response Times (Appt. Scheduler) TOTAL Diagnostic NA 3614.84 4.253 0.85 clober 2016 Pro-Ordering PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) REQUEST Diagnostic NA 701.92 1,712 0.41	October 2016 October 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI					22437 24	,								
clober 2016 Pro-Ordering PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) REQUEST Diagnostic NA 701.92 1,712 0.41 clober 2016 Pro-Ordering PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) RESPONSE Diagnostic NA 1,886 1,08 <td>October 2016 October 2016 October 2016</td> <td>Pre-Ordering Pre-Ordering Pre-Ordering</td> <td>PO-1-IMA GUI PO-1-IMA GUI</td> <td>Pre-Order Response Times (Address Validation)</td> <td>TOTAL</td> <td>Diagnostic</td> <td></td>	October 2016 October 2016 October 2016	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic											
clober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic NA 1,387,80 1,286 1,08 crober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic NA 3022-92 3,732 0.81 crober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) RESPONSE Diagnostic NA 8212-32 3,802 2.16 crober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) TOTAL Diagnostic NA 8212-32 3,902 2.16 crober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Gel CSR) TOTAL Diagnostic NA 1125-24 3,732 3.01 crober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Gel CSR) REQUEST Diagnostic NA 816-17 7,813 1.09 crober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Gel CSR) RESPONSE Diagnos	October 2016 October 2016 October 2016 October 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	TOTAL REQUEST	Diagnostic Diagnostic	N/A	3104.69									
ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) TOTAL Diagnostic NA 2089.72 1,712 1,22 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) RESPONSE Diagnostic NA 3022.92 3,732 0.81 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) TOTAL Diagnostic NA 8121.35.24 3,732 3.01 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) TOTAL Diagnostic NA 1123.524 3,732 3.01 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) RESPONSE Diagnostic NA 8516.17 7,813 1.09 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) RESPONSE Diagnostic NA 6486.00 5,640 1.15 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) NA 1500.017	October 2016 October 2016 October 2016 October 2016 October 2016 October 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL REQUEST TOTAL	Diagnostic Diagnostic Diagnostic	N/A N/A	3104.69 3614.84	4,253	0.85							
ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) REQUEST Diagnostic NA 3022-92 3,732 0.81 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) RESPONSE Diagnostic NA 8212-32 3,802 2.16 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Gel CSR) TOTAL Diagnostic NA 11325-24 3,732 3.01 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Gel CSR) RESPONSE Diagnostic NA 8516.17 7,813 1.09 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Gel CSR) RESPONSE Diagnostic NA 6486.00 5,640 1.15 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Gel CSR) TOTAL Diagnostic NA 15002-17 7,813 1.92	October 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	TOTAL REQUEST TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	3104.69 3614.84 701.92	4,253 1,712	0.85							
clother 2016 PRo-Ordering PO-1-IMA GUI PRe-Order Response Times (Facility Check) RESPONSE Diagnostic NA 812.32 3.902 2.16 clother 2016 PRO-Ordering PO-1-IMA GUI Pre-Order Response Times (Gelt CSR) RESPONSE Diagnostic NA 1123.524 3.732 3.01 clother 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Gelt CSR) RESPONSE Diagnostic NA 648.00 5,640 1.15 clother 2016 PO-1-IMA GUI Pre-Order Response Times (Gelt CSR) TOTAL Diagnostic NA 6480.00 5,640 1.15	October 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL REQUEST TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	3104.69 3614.84 701.92 1387.80	4,253 1,712 1,285	0.85 0.41 1.08							
ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Check) TOTAL Diagnostic N/A 11235.24 3,732 3.01 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) RESPONSE Diagnostic N/A 8516.17 7,813 1.09 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) RESPONSE Diagnostic N/A 6486.00 5,640 1.15 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) TOTAL Diagnostic N/A 15002.17 7,813 1.92	October 2016	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	3104.69 3614.84 701.92 1387.80 2089.72	4,253 1,712 1,285 1,712	0.85 0.41 1.08 1.22							
ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) REQUEST Diagnostic NA 8516.17 7,813 1,09 ctober 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) RESPONSE Diagnostic NA 6486.00 5,540 1.15 ctober 2016 PO-1-IMA GUI Pre-Order Response Times (Get CSR) TOTAL Diagnostic NA 15002.17 7,813 1,92	October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	3104.69 3614.84 701.92 1387.80 2089.72 3022.92	4,253 1,712 1,285 1,712 3,732	0.85 0.41 1.08 1.22 0.81							
ctober 2016 Pre-Ordering PO-I-IMA GUI Pre-Order Response Times (Get CSR) RESPONSE Diagnostic N/A 6486.00 5,640 1.15 ctober 2016 Pre-Ordering PO-I-IMA GUI Pre-Order Response Times (Get CSR) TOTAL Diagnostic N/A 15002.17 7,813 1.92	October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RECOUNTER RECOUNTER RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A	3104.69 3614.84 701.92 1387.80 2089.72 3022.92 8212.32	4,253 1,712 1,285 1,712 3,732 3,802	0.85 0.41 1.08 1.22 0.81 2.16							
Clother 2016 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Get CSR) TOTAL Diagnostic N/A 15002.17 7,813 1.92	October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	3104.69 3614.84 701.92 1387.80 2089.72 3022.92 8212.32 11235.24	4,253 1,712 1,285 1,712 3,732 3,802 3,732	0.85 0.41 1.08 1.22 0.81 2.16							
	October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	TOTAL RECULEST TOTAL RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A	3104.69 3614.84 701.92 1387.80 2089.72 3022.92 8212.32 11235.24 8516.17	4,253 1,712 1,285 1,712 3,732 3,802 3,732 7,813	0.85 0.41 1.08 1.22 0.81 2.16 3.01							
croper 2016 PPG-Ordening PPG-1-IMA GUI PPG-Order Response I Imaes (Meet Point Inquiry) REQUEST Diagnostic INA 2258.88 1,086 2.08	October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RECUEST RESPONSE RECUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3104.69 3614.84 701.92 1387.80 2089.72 3022.92 8212.32 11235.24 8516.17 6486.00	4,253 1,712 1,285 1,712 3,732 3,802 3,732 7,813 5,640	0.85 0.41 1.08 1.22 0.81 2.16 3.01 1.09							
	October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Get CSR)	TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST REOUEST REOUEST ROUGEST ROUGEST ROUGEST ROUGEST ROUGEST ROUGEST	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3104.69 3614.84 701.92 1387.80 2089.72 3022.92 8212.32 11235.24 8516.17 6486.00	4,253 1,712 1,285 1,712 3,732 3,802 3,732 7,813 5,640 7,813	0.85 0.41 1.08 1.22 0.81 2.16 3.01 1.09 1.15							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	618.51	1,167	0.53							
ctober 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2877.39	1,086	2.65							
ctober 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3769.36	6,731	0.56							
ctober 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6994.08	12,952								
ctober 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10763.44	6,731	1.60							
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	250.47	1,089								
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	730.36	1,922	0.38							
October 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1285.70	989								
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2266.53	1,922	1.18							
October 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2251.84	3,632	0.62							
October 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53180.40	2,730	19.48							
October 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55432.24	3,632	15.26							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523	1.86							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,589	1.70							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66903.48	6,876	9.73							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48447.96	3,468	13.97							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4037.60	784	5.15							
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	16703.10	4.986	3.35							
October 2016	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3895.20	3.246								
October 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622								
October 2016	Pre-Ordering	PO-2A	All Electronic LSRs	INP	Diagnostic	N/A	2.395	2.881	83.13%							
October 2016	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,383	105	38.10%							
October 2016 October 2016	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs			N/A	600	726								
October 2016 October 2016		PO-2A PO-2B	All Electronic LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate LNP	Diagnostic	N/A N/A	2,395	726 2,403								
October 2016 October 2016	Pre-Ordering				Diagnostic	N/A N/A	2,395	2,403								
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic											
October 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	600	602								
October 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	5:30	3								
October 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	250:49	151								
October 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	39	39	100.0070							
October 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	577	577								
October 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,215	2,215								
October 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17								
October 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	227	229	99.13%							
October 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	440	440	100.00%							
October 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	100.00%							
October 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	49	49	100.00%							
October 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	19	48	39.58%	48.90%	5	98	5.10%	22.00%	-8.894886	-6.4077
September 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,612	1,615	99.81%							
September 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,314,952	1,314,996	100.00%							
September 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21.340	21.340	100.00%							
September 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,382	3,385	99.91%	2.98%	64,408	65,283	98.66%	11.50%	-6.174842	-4.7540
September 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21.340	21,340								
September 2016	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							
September 2016	Database Undates	DB-1B	All	LIDB	Diagnostic	N/A	3 604 684	3 454 854								
September 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5866.37	37.226	0.16							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29 520	29 520	100.00%							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XMI		N/A	29,520	29,520								
p		GA-1 GA-3		EBTA	Diagnostic	N/A	29,520 41.760	29,520 41,760	100.00%							
September 2016	Electronic Gateway Availability		Gateway Availability - Repair		Diagnostic											
September 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740								
September 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
September 2016		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	5	13	38.46%	48.65%	-0.060093	-1.0365
September 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
September 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	10	12								
September 2016		MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	9	16								
September 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29	42		46.23%	8	16			-1.296705	
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	14	23	60.87%	48.80%	-0.794396	-1.4829
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
September 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	14	22	63.64%	48.10%	-1.023533	-1.6222
September 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	5	60.00%	48.99%	308	607	50.74%	49.99%	-0.41241	-1.2507
September 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:45	5	4:33	2:52	74:41	12	6:13	5:24	-0.581835	-1.353
September 2016		MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	3:04	1	3:04					100		
September 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	34:30	12			59:19	1	59:19	0:00		
September 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	113:01	16	7:04	7:31	59:19		59:19			
September 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wile Horizcoaded	Parity	N/A	169:05	42		3:51	83:26	14			-1.262701	-1.7676
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DST Capable Unbundled Loop Analog	Parity	N/A	345:28	42 52		5:02	146392:39	3,179	0.00		-1.838218	
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:34	52		9:45	85:56	3,179			0.896473	
		MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	1:38	5	1:38	9:45	00:00	21	4:00	3:06	0.0904/3	-0.404
eptember 2016		MR-6E MR-6E						1								
eptember 2016 eptember 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:27	1	2:27	0:00						
September 2016 September 2016 September 2016	Maintenance and Repair Maintenance and Repair			Unbundled Loop - DS1 Capable	Parity	N/A	4:41	2	2:21	0:32	81:17	20			-0.731873	
September 2016 September 2016 September 2016 September 2016	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E			Parity	N/A	79:01	8	0.00	0.01	31211:48	729			-2.300119	
eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog			0	5	0.00%	0.00%	5	17	29.41%	45.56%	-1.268798	-1.771
eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016	Maintenance and Repair	MR-6E MR-6E MR-7D	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	· ·						20.4170			
september 2016 september 2016 september 2016 september 2016 september 2016 september 2016 september 2016	Maintenance and Repair	MR-6E MR-6E MR-7D MR-7D	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016	Maintenance and Repair	MR-6E MR-6E MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A N/A	0	1 12	0.00%	0.00%	0	1	0.00%	0.00%		
eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016	Maintenance and Repair	MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity	N/A N/A N/A	0 0	16	0.00%	0.00%	0	1	0.00%	5 0.00% 5 0.00%		
September 2016 September 2016 September 2016	Maintenance and Repair	MR-6E MR-6E MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A N/A	0		0.00%	0.00%	0	1	0.00%	5 0.00% 5 0.00%	-1.518401	-1.923
eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016 eptember 2016	Maintenance and Repair	MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity	N/A N/A N/A	0	16	0.00% 0.00% 9.52%	0.00%	0 0 5 413	1 1 17	0.00% 0.00% 29.41%	0.00% 0.00% 45.56%	-1.518401 0.597587	
eptember 2016 eptember 2016	Maintenance and Repair	MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity Parity	N/A N/A N/A	0	16 42	0.00% 0.00% 9.52%	0.00% 0.00% 29.35%	5	1 1 17	0.00% 0.00% 29.41% 11.87%	0.00% 0.00% 45.56% 32.34%		-0.636

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark N/A	CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2016	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	0	1	0.00%	0.00%		00	17.39%	37.90%	-0.622389	-1.37838
September 2016		MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable		N/A N/A	0	2	0.00% 12.50%	0.00% 33.07%	4 99	23	17.39%			
	Maintenance and Repair Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	10	1.522	12.50%	33.07% 8.08%	99	775 2.529	12.77%		-0.023114 -1.994459	-1.01405 -2.21254
September 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	10	72,722	0.00%	0.37%	30	58,274	0.00%		-0.14803	-1.0899
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	12,122	0.00%	0.37%	3 532	336.819	1.05%		-0.14603	-1.00999
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	209	0.00%		40	2.873	1.39%		-1.658561	-2.0083
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	13	2 414	0.54%	7.32%	1	998	0.10%		3 681361	1.2381
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	17	15.350	0.11%	3.33%	1	999	0.10%	0	0.103134	-0.9372
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	44	4,965	0.89%	9.37%	38	2.564	1.48%		-2.027686	-2.2327
September 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	23	0.00%		40	2.869	1.39%	11.73%	-0.567994	-1.3453
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	60	24,973	0.24%	4.90%	4.255	499,173	0.85%		-10.268987	-7.2431
September 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	34,560	0.03%	0.13%						-2.9233
September 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,039	0.00%	0.03%						-2.9890
September 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	34,776	0.04%							
September 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,039	0.00%							
September 2016		OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	89	1	89.00							
September 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	128	4	32.00	0.00						
September 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	419	13	32.23	5.26	74,416	486	153.12	215.97	-1.991754	-2.21
September 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	13	0.00%	0.00%	178	486	36.63%	48.18%	-2.705043	-2.6445
September 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
September 2016		OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
September 2016		OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	181	190	95.26%							
September 2016		OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	38	43	88.37%	32.06%	1	1	100.00%	0.00%	-1.207414	-1.7340
September 2016		OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	24	75.00%							
September 2016		OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	8	50.00%							
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	3	3	100.00%	0.00%		
September 2016		OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
September 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	35	35	100.00%							
September 2016		OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	8	8	100.00%	0.00%	1	3	33.33%	47.14%	-2.088932	-2.269
	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
September 2016		OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	8	1	8.00	0.00	22	1	22.00	0.00		
September 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
September 2016		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	342	122	2.80							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	220	35	6.29							
	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	134	25	5.36							
September 2016 September 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	6.00	47	5	9.40							
		OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas		Benchmark Benchmark	6.00	143	1 33	4.33							
September 2016	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	143	33	5.00							
September 2016		OP-4E OP-5A	New Service Installation Quality	LIS Trunk		5.50 N/A	40	8	100.00%	0.00%		7	85.71%	34.99%	-0.763763	-1.4643
September 2016 September 2016		OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	/	100.00%	0.00%	4	1	85.71% 100.00%	34.99%	-0.763763	-1.4643
September 2016		OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A	1	3	100.00%	0.00%	4	4	100.00%	0.0070		
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	225	231	97.40%	15.91%	5	5	100.00%		-1 16603	-1 7088
September 2016		OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	43	51	84.31%	36.37%	4	4	100.00%		-0.057635	-1.0350
September 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	25	25	100.00%	0.00%	2.353	2,515	93.56%	24.55%	-1.305475	-1.7936
September 2016		OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	3,611	3.611	100.00%	0.0070	2,000	2,010	55.5576	24.00%	1.000470	1.7000
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6662.98	19,597	0.34							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15762.67	13.027	1.21							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22425.65	19,597	1.14							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.00	4,348	0.75							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3769.95	4,348	0.87							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	780.45	1,815	0.43							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1345.68	1,246	1.08							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2126.13	1,815	1.17							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3350.85	3,765	0.89							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7659.08	3,718	2.06							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11009.93	3,765	2.92							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8026.79	7,793	1.03							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6894.81	5,893	1.17							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14921.60	7,793	1.91							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2329.02	1,026	2.27							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	628.02	1,163	0.54							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2957.04	1,026	2.88							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3481.40	6,695	0.52							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7741.98	13,122	0.59							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11223.38	6,695	1.68							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	224.07	1,067	0.21							
September 2016		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	778.59	1,899	0.41							
		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1138.32	918	1.24							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2140.98	1,899	1.13							
September 2016 September 2016		PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2578.01	3,631	0.71							
September 2016 September 2016 September 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53737.32	2,812	19.11							
September 2016 September 2016 September 2016 September 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI				N/A	56315.33	3,631	15.51							
September 2016 September 2016 September 2016 September 2016 September 2016	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic											
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8597.50	4,525	1.90							
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-XML PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	7777.38	4,602	1.69							
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	7777.38 67038.84	4,602 6,897	1.69 9.72							
September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016 September 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	7777.38 67038.84 26711.25	4,602 6,897 6,375	1.69 9.72 4.19							
september 2016 september 2016 september 2016 september 2016 september 2016 september 2016 september 2016 september 2016 september 2016	Pre-Ordering	PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	7777.38 67038.84	4,602 6,897	1.69 9.72							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15150.72	4,856	3.12							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3940.97	3,257	1.21							
September 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5619.04	1,624	3.46							
September 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,571	3,080	83.47%							
September 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	42	89	47.19%							
September 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	410	506	81.03%							
September 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,571	2,584	99.50%							
September 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	42	42	100.00%							
September 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	410	410	100.00%							
September 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2:07	2	1:03							
September 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	378:34	201	1:53							
September 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	34	34	100.00%							
September 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	368	368	100.00%							
September 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,373	2,373	100.00%							
September 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
September 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	195	200	97.50%							
September 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	474	474	100.00%							
September 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							
September 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	26	26	100.00%							
September 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	13	27	48.15%	49.97%	7	90	7.78%	26.78%	-6.869536	-5.176381