

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington November 2016 - November 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.

December 13, 2017

CenturyLink QC Performance Results - Current 271 PID

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
lovember 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,594	1,594								
ovember 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	962,736	962,736	100.00%							
ovember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
ovember 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,594	2,596	99.92%	2.77%	50,666	51,037	99.27%	8.49%	-3.80236	-3.31167
ovember 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
ovember 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,000,507	2,972,123								
lovember 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4129.38	24,408								
ovember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520								
lovember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520								
lovember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520								
lovember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760								
November 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740								
November 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
November 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
November 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	17		49.22%	10	11	90.91%	28.75%	1.427968	-0.13185
November 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%						
November 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%							
November 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	10	24								
November 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	46		49.81%	12	13	92.31%	26.65%	2.817371	0.7128
November 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%	12	16	75.00%	43.30%	-0.299654	-1.18217
November 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%						
November 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	00.0070	50.00%	12	16	75.00%		0.024577	-0.98505
November 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	12		43.30%	303	697	43.47%	49.57%	0.985589	-0.40080
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	73:28	17		3:29	22:50	9	2:32	1:38	1.264641	-0.23115
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	56:14	1	56:14	0:00						
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:00	4	3:30	2:00	64:48	3	21:36		-0.740585	-1.45024
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	183:42	24		11:06	64:48	3	21:36		-0.711678	-1.4326
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	237:26	46		2:42	28:40	11	2:36		2.747781	0.67053
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	485:48	39		9:51	171737:14	3,469	49:30		-4.554863	-3.7691
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	37:56	7	5:25	5:28	41:25	12	3:27	2:04	0.852386	-0.481786
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	14:06	1	14:06	0:00						
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7:05	2	3:32	4:03	41:25	12	3:27		-0.00752	-1.004572
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	90:19	8	11:17	8:52	40233:13	850	47:20		-2.339334	-2.422214
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	1,089		14.68%	27	2,099	1.29%	11.27%	2.180303	0.3255
November 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,352		0.54%	0	54,946	0.00%			
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	50			3,809	289,981	1.31%		-0.815717	-1.495921
November 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	228	0.0010		30	2,404	1.25%		-1.622228	-1.986245
November 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1,654		4.91%	5	936	0.53%	7.29%	-0.980562	-1.596139
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	12,935	011010	4.30%	5	936	0.53%	7.29%	-1.41308	-1.859091
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48	4,056		10.81%	29	2,142	1.35%		-0.552182	-1.335703
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.0070		30	2,392	1.25%		-0.449296	-1.273153
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	47	21,014	0.22%	4.72%	4,673	436,347	1.07%	10.29%	-11.655261	-8.085895
November 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18	33,504		0.27%						-2.843102
November 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	12,943		0.13%						-2.947431
November 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	20	33,600	0.0010							
November 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	13,063								
November 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	30	2	15.00	0.00						
November 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	36	4	0.00	0.00						
November 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	32	1	32.00			
November 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	33	1	33.00	0.00	51,995	312	166.65	222.68	-0.599223	-1.364302
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%						
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.0070	0.00%						
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1		0.00%	146	312	46.79%	49.90%	3.719016	1.26100
November 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	3	3	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	65	98.46%							
Vovember 2017		00.00	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity							1	100.00%	0.00%	-1.309172	-1.7959
	Ordering and Provisioning	OP-3D			r unity	N/A	18	20		30.00%	1					
November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18 98	20 103	95.15%	30.00%	1					
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	90.00%			95.15% 50.00%		1					
November 2017 November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark	90.00% 90.00% N/A		103	95.15% 50.00%	30.00% 0.00%	3	3	100.00%	0.00%		
November 2017 November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	90.00%	98 2	103	95.15% 50.00%		3		100.00%	0.00%		
November 2017 November 2017 November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark Benchmark Parity	90.00% 90.00% N/A	98 2	103	95.15% 50.00% 100.00% 100.00%	0.00%	3		100.00%			
November 2017 November 2017 November 2017 November 2017 November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark Benchmark Parity Benchmark	90.00% 90.00% N/A 90.00%	98 2 2 1	103 4 2 1	95.15% 50.00% 100.00% 100.00%		3		100.00%	0.00%		
November 2017 November 2017 November 2017 November 2017 November 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark Parity Benchmark Benchmark	90.00% 90.00% N/A 90.00% 90.00%	98 2 2 1	103 4 2 1	95.15% 50.00% 100.00% 100.00% 0.00%	0.00%	3					
Rovember 2017 Rovember 2017 Rovember 2017 Rovember 2017 Rovember 2017 Rovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nov-Loaded Unbundled Loop - DS1 Capable	Benchmark Benchmark Parity Benchmark Benchmark Parity	90.00% 90.00% N/A 90.00% 90.00% N/A	98 2 2 1 0 2	103 4 2 1 6 2	95.15% 50.00% 100.00% 100.00% 0.00%	0.00%	3					
lovember 2017 lovember 2017 lovember 2017 lovember 2017 lovember 2017 lovember 2017 lovember 2017 lovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark Parity Benchmark Benchmark Parity Benchmark Parity Benchmark	90.00% 90.00% N/A 90.00% 90.00% N/A 90.00% 6.00 6.00	98 2 2 1 0 2 2 2 4 198	103 4 2 1 6 2 2 2 2 66	95.15% 50.00% 100.00% 100.00% 0.00% 100.00% 100.00% 2.00 3.00	0.00%	3					
lovember 2017 lovember 2017 lovember 2017 lovember 2017 lovember 2017 lovember 2017 lovember 2017 lovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LUS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 051 Capable Unbundled Loop - 055 Capable Unbundled Loop - 050 Capable Sub-Loop Unbundling	Benchmark Benchmark Parity Benchmark Benchmark Parity Benchmark Benchmark Benchmark	90.00% 90.00% N/A 90.00% 90.00% N/A 90.00% 6.00	98 2 2 1 0 2 2 4	103 4 2 1 6 2 2 2	95.15% 50.00% 100.00% 100.00% 0.00% 100.00% 100.00% 2.00 3.00	0.00%	3					
lovember 2017 lovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LUS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Urbundied Loop - 2 Wire Non-Loaded Urbundied Loop - DS1 Capable Urbundied Loop Analog Sub-Loop Unbunding Urbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Pilier Non-Loaded Urbundied Loop - 2 Pilier Non-Loaded Urbundied Loop - 1051 Capable Urbundied Loop Analog	Benchmark Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% N/A 90.00% 90.00% N/A 90.00% N/A 90.00% 6.00 6.00 6.00 6.00	98 2 2 1 1 0 2 2 2 4 198 75	103 4 2 1 6 2 2 2 2 66	95.15% 50.00% 100.00% 100.00% 0.00% 100.00% 100.00% 2.00 3.00 5.00 3.48	0.00%	3					
lovember 2017 lovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop - Analog Sub-Loop Unbundling Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - DS1 Capable	Benchmark Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% N/A 90.00% 90.00% N/A 90.00% 6.00 6.00 5.50	98 2 2 1 1 0 0 2 2 2 4 198 75	103 4 2 1 6 2 2 2 2 6 6 6 6 6 6	95.15% 50.00% 100.00% 100.00% 0.00% 100.00% 100.00% 2.00 3.00 5.00	0.00%	3					
lovember 2017 lovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LUS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Urbundied Loop - 2 Wire Non-Loaded Urbundied Loop - DS1 Capable Urbundied Loop Analog Sub-Loop Unbunding Urbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 2 Pilier Non-Loaded Urbundied Loop - 2 Pilier Non-Loaded Urbundied Loop - 1051 Capable Urbundied Loop Analog	Benchmark Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	90.00% 90.00% N/A 90.00% 90.00% 90.00% 90.00% 6.00 6.00 5.50 6.00 6.00 N/A	98 2 2 1 0 2 2 2 4 198 75 195 26	103 4 2 1 6 2 2 2 2 6 6 6 6 6 6	95.15% 50.00% 100.00% 100.00% 0.00% 100.00% 2.00 3.00 5.00 3.48 6.50	0.00%	3					
kovember 2017 kovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4D OP-4D OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 4 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 0S1 Capable Unbundled Loop - Analog Sub-Loop Unbundling Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Benchmark Benchmark Parity Benchmark	90.00% 90.00% N/A 90.00% 90.00% N/A 90.00% 8.00 6.00 6.00 6.00 6.00 6.00	98 2 2 1 1 0 2 2 4 198 75 195 26	103 4 2 1 6 2 2 2 2 6 6 6 6 6	95.15% 50.00% 100.00% 100.00% 0.00% 100.00% 2.00 3.00 5.00 3.48 6.50	0.00%	3					
lovember 2017 lovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E	Interval Zone 1 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	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable US Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbrundled Loop - 2 Wire Non-Loaded Unbrundled Loop - 2 Wire Non-Loaded Unbrundled Loop - Analog Sub-Loop Unbrundling Unbrundled Loop - 2 Wire Non-Loaded Unbrundled Loop - DS1 Capable	Benchmark Benchmark Parity Benchmark	90.00% 90.00% N/A 90.00% 90.00% 90.00% 90.00% 6.00 6.00 5.50 6.00 6.00 N/A	98 2 2 1 0 2 2 2 4 198 75 195 26	103 4 2 1 6 2 2 2 2 6 6 6 6 6	95.15% 50.00% 100.00% 100.00% 0.00% 100.00% 2.00 3.00 5.00 3.48 6.50	0.00%	3					
tovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E	Interval Zone 1 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	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LUS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Urbundled Loop - Analog Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 2 S1 Capable Urbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable LUS Trunk Urbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark Parity Benchmark	90.00% 90.00% N/A 90.00% N/A 90.00% N/A 90.00% 6.00 6.00 6.00 6.00 6.00 6.00	98 2 2 1 0 2 2 2 4 198 75 195 26	103 4 2 1 6 2 2 2 2 6 6 6 6 6	95.15% 50.00% 100.00% 100.00% 0.00% 100.00% 2.00 3.00 5.00 3.48 6.50 4.00 7.00	0.00%	3					
Idovember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4B OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-8C	Interval Zone 1 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	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbrundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - Analog Sub-Loop Unbundling Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - SS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop Analog Unbundled Loop Analog Inhundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark Benchmark Parity Benchmark	90.00% 90.00% N/A 90.00% N/A 90.00% N/A 90.00% 6.00 6.00 6.00 N/A 6.00 6.00 6.00	98 2 2 1 1 0 2 2 4 4 198 75 195 26 4 42 2	103 4 2 1 6 2 2 2 66 15 56 4 1	95.15% 50.00% 100.00% 100.00% 100.00% 100.00% 2.00 3.00 5.00 3.48 6.50 4.00 7.00 1.00	0.00%	3					
covember 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4B OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-8C	Interval Zone 1 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	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 1 Wire Non-Loaded Unbundled Loop - PS1 Capable Urbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop Analog Unbundled Loop Analog LIS Trunk	Benchmark Benchmark Parity Benchmark	90.00% 90.00% N/A 90.00% N/A 90.00% 90.00% 6.00 6.00 6.00 6.00 6.00 N/A 6.00 6.00 8.00 6.00 8.00	98 2 2 2 1 1 1 0 0 2 2 2 2 4 4 1 198 2 6 4 4 2 2 2 1 100	103 4 2 1 1 6 2 2 2 66 65 4 1 6 6 2 2 100	95.15% 50.00% 100.00% 100.00% 100.00% 100.00% 2.00 3.00 5.00 4.00 4.00 1.00 1.00 1.00 1.00 1.00	0.00%	3					
November 2017	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4D OP-4D OP-4C OP-4E OP-4E OP-4E OP-4E OP-4E OP-4E OP-8C OP-8C OP-8C OP-8C OP-8C OP-8C	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 3 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbrundled Loop - 2 Wire Non-Loaded Unbundled Loop - 251 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Assi Capable Unbundled Loop - Assi Capable Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop Analog LINP REGUEST	Benchmark Benchmark Parity Benchmark Diagnostic	90.00% 90.00% N/A 90.00% N/A 90.00% N/A 90.00% 6.00 6.00 6.00 6.00 N/A 6.00 6.00 6.00 6.00 6.00 6.00 6.00 6.00 6.00 6.00 6.00	98 2 2 2 1 1 0 0 2 2 2 4 4 4 198 8 75 266 4 4 42 2 1000 6626.60	103 4 2 1 1 6 2 2 2 6 6 15 5 6 4 1 6 2 100 134,490	95.15% 50.00% 100.00% 100.00% 100.00% 100.00% 2.00 3.00 5.00 3.48 6.50 4.00 7.00 100.00% 0.00% 100.00% 100.00%	0.00%	3					
kovember 2017 (kovember 2017)	Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-4E OP-4E OP-4E OP-4E OP-4B	Interval Zone 1 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	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable US Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbrundled Loop - 2 Wire Non-Loaded Unbrundled Loop - 2 Wire Non-Loaded Unbrundled Loop - Analog Sub-Loop Unbrundling Unbrundled Loop - DS1 Capable Unbrundled Loop - SS1 Capable Unbrundled Loop Analog Unbrundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbrundled Loop - 2 Wire Non-Loaded Unbrundled Loop - 2 Wire Non-Loaded Unbrundled Loop - 2 Wire Non-Loaded Unbrundled Loop Analog UNP REQUEST RESPONSE	Benchmark Benchmark Parity Benchmark Benchmark Parity Benchmark Parity Benchmark Dengnostic Diagnostic	90.00% 90.00% N/A 90.00% N/A 90.00% N/A 90.00% 90.00% 90.00% 6.00 6.00 6.00 6.00 6.00 6.00 N/A 6.00 6.00 N/A N/A N/A N/A N/A N/A	98 2 2 2 1 1 1 0 0 2 2 2 2 2 4 4 198 75 5 6 4 4 4 2 2 2 2 100 6626.60 16112.88	103 4 2 1 1 6 6 2 2 6 6 6 6 4 1 6 2 100 11,490 12,788	95.15% 50.00% 100.0	0.00%	3					
November 2017 November 2017 November 2017 November 2017 November 2017 November 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-4B OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-4E OP-4E OP-4E OP-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Interval Zone 1 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	Unbundied Loop Analog Erhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - DS1 Capable Unbundied Loop Analog Sub-Loop Unbundling Unbundied Loop - DS1 Capable Unbundied Loop Analog LIS Trunk Unbundied Loop - Wire Non-Loaded Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop Analog LIS TRUNK Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop Analog LINP RESPONSE	Benchmark Parity Benchmark Denchmark	90.00% 90.00% 90.00% N/A 90.00% 90.00% 90.00% N/A 90.00% 6.00 6.00 6.00 6.00 N/A 6.00 6.00 N/A N/A N/A N/A	98 2 2 1 1 1 0 2 2 2 2 4 4 198 75 26 4 4 2 2 100 6626.60 16112.88 22739.48	103 4 2 1 1 6 2 2 2 66 65 4 1 6 2 10 00 13,490	95.15% 50.00% 100.00% 100.00% 100.00% 2.00 3.00 5.00 5.00 7.00 100.00% 4.00 7.00 100.00% 1.00	0.00%	3					
kovember 2017 // kovember 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3E OP-3B OP-4B OP-4D OP-4D OP-4D OP-4D OP-4D OP-4D OP-4E OP-4E OP-4E OP-4E OP-4E OP-6C OP-1MA 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	Interval Zone 1 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 3 Areas Interval Zone 3 Areas Interval Zone 5 Areas	Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbrundled Loop - 2 Wire Non-Loaded Unbundled Loop - SS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Enhanced Extended Loop Analog LINP REGUEST RESPONSE TOTAL REQUEST	Benchmark Benchmark Parity Benchmark Benchmark Benchmark Parity Benchmark Denchmark Benchmark	90.00% 90.00% 90.00% N/A 90.00% N/A 90.00% 90.00% 90.00% 90.00% 6.00 6.00 6.00 6.00 6.00 6.00 N/A 6.00 6.00 N/A	98 2 2 1 1 1 0 0 2 2 2 4 4 198 8 75 5 26 6 4 4 2 2 2 100 666.60 16112.88 22739.48 3869.00	103 4 2 1 1 6 2 2 2 2 6 6 15 5 5 5 4 1 6 2 100 13,490 13,490 4,900	95.15% 50.00% 100.00% 100.00% 100.00% 100.00% 2.00 3.00 5.00 3.48 6.50 4.00 7.00 100.00% 0.34 1.26 1.17 0.81	0.00%	3					

	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 S
lovember 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.18	1,780	1.12							
lovember 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3196.62	3,717	0.86							
ovember 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7612.00	3,806	2.00							
vember 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10808.62	3,717	2.91							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7868.17	7,639	1.03							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
ember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14444.77	7,639	1.89							
vember 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2345.77	1.081	2.17							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.00	1,150	0.56							_
ovember 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2989.77	1,081	2.77							-
ovember 2017	Pre-Ordering		Pre-Order Response Times (Neet Point Inquity) Pre-Order Response Times (Service Availability)	REQUEST		N/A	3817.56	6,582	0.58							-
					Diagnostic											-
ovember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7784.18	13,421	0.58							
ovember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11601.74	6,582	1.76							
ovember 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	270.72	1,128	0.24							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	890.65	1,895	0.47							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1201.70	985	1.22							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2363.07	1,895	1.25							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2428.75	3 625	0.67							_
ovember 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51723.54	2,718	19.03							-
																-
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54152.29	3,625	14.94							
vember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8483.20	4,820	1.76							
ovember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8195.68	4,528	1.81							
vember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67068.00	6,900	9.72							
vember 2017	Pre-Ordering		Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26084.20	6,362	4.10							
ovember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48252.87	3,489	13.83							-
ovember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response		N/A	4074.90	799	5.10							-
					Diagnostic											-
ovember 2017	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17068.00	5,020	3.40							
	Pre-Ordering		Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3922.10	3,017	1.30							
ovember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5515.24	1,594	3.46							
ovember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,974	2,489	79.31%							
ovember 2017	Pre-Ordering		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	52	67.31%					_		1
vember 2017	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	584	67.64%					+		-
				I NP												-
ovember 2017	Pre-Ordering		All Flow-through Eligible LSRs		Diagnostic	N/A	1,974	1,983	99.55%							
ovember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	35	100.00%							
vember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	396	99.75%							
vember 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	43:17	1	43:17							
vember 2017	Pre-Ordering		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	455:12	253	1:48							
vember 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35	100.00%							-
	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	379	379	100.00%							-
ovember 2017																
ovember 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,791	1,791	100.00%							
ovember 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	10	10	100.00%							
ovember 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	218	227	96.04%							
ovember 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	442	442	100.00%							
ovember 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							
ovember 2017	Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A		18	27.78%	44 79%	- 1	50	2.00%	6 14.00%	-6.698603	3 -5
ctober 2017	Billing	BI-2		Oriburided Edops and realiber Fortability		N/A	1.527	1.529	99.87%	44.7070		30	2.0070	14.0070	-0.030003	, .
			Invoices Delivered within 10 Days	All	Parity by Design											
ctober 2017	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,095,099	1,095,099	100.00%							
ctober 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,840	4,840	100.00%							
ctober 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,429	2,434	99.79%	4.53%	50,350	50,830	99.06%	% 9.67%	-3.682048	B -3
tober 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4.840	4.840	100.00%							
tober 2017	Database Undates		All	LIDB	Diagnostic	N/A	3 626 449	3 599 644	1.01							-
		DB-1C-1	All			N/A	5786.33	29,495	0.20							-
ctober 2017	Database Updates		All	Directory Listing	Diagnostic											
ctober 2017	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
tober 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
ctober 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
ctober 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
tober 2017	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41.820	41.820	100.00%					_		1
tober 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE		N/A	26,880	26,880	100.00%							+
AUURI ZUT/		GA-4			Diagnostic	N/A	26,880	∠6,880	100.00%							-
			System Availability - ASR	EXACT	Diagnostic	IN/A										
	Electronic Gateway Availability	0714					U	U								
tober 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0						6 33.07%		
ctober 2017 ctober 2017 ctober 2017		GA-7 MR-5A		ALL Enhanced Extended Loops - DS1 Capable		N/A	0	0	50.00%	50.00%	7	8	87.50%	00.0170	1.075723	3 -0
ctober 2017	Electronic Gateway Availability	GA-7 MR-5A	Timely Outage Resolution after Software Releases		Diagnostic		0 4	-	50.00%	50.00% 0.00%	7	8			1.075723	3 -0
ctober 2017 ctober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A	Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Diagnostic Parity Parity	N/A		-			7	8			1.075723	3 -4
tober 2017 tober 2017 tober 2017 tober 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A	Timely Outage Resolution after Software Releases All Troubles Cleared wii 4 Hours-Zone 1 All Troubles Cleared wii 4 Hours-Zone 1 All Troubles Cleared wii 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic Parity Parity Diagnostic	N/A N/A N/A		8 1 8	0.00% 25.00%		7	8			1.075723	3 -
tober 2017 tober 2017 tober 2017 tober 2017 tober 2017	Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A	Timely Outage Resolution after Software Releases All Troubles Cleared wi 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Parity Parity Diagnostic Diagnostic	N/A N/A N/A	0 2 8	8 1 8 13	0.00% 25.00% 61.54%	0.00%	7		0.00%	% 0.00%		
tober 2017 tober 2017 tober 2017 tober 2017 tober 2017 tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A	Timely Outage Resolution after Software Releases All Troubles Cleared wif 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Parity Parity Diagnostic Diagnostic Parity	N/A N/A N/A N/A N/A	0 2 8 25	8 1 8 13 41	0.00% 25.00% 61.54% 60.98%	0.00% 48.78%	7 0 5	6	0.00%	% 0.00% % 37.27%	0.580117	7 -
tober 2017 tober 2017 tober 2017 tober 2017 tober 2017 tober 2017 tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B	Timely Outage Resolution after Software Releases All Troubles Cleared wii A Hours-Zone 1 All Troubles Cleared wii A Hours-Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Diagnostic Parity Parity Diagnostic Diagnostic Parity Parity Parity	N/A N/A N/A N/A N/A	0 2 8	8 1 8 13	0.00% 25.00% 61.54% 60.98% 66.67%	0.00% 48.78% 47.14%	7 0 5 8	6	0.00% 83.33% 61.54%	% 0.00% % 37.27% % 48.65%	0.580117 -0.213574	7 -
tober 2017 tober 2017 tober 2017 tober 2017 tober 2017 tober 2017 tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B	Timely Outage Resolution after Software Releases All Troubles Cleared wif 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Parity Parity Diagnostic Diagnostic Parity	N/A N/A N/A N/A N/A	0 2 8 25	8 1 8 13 41	0.00% 25.00% 61.54% 60.98%	0.00% 48.78%	7 0 5 8	6	0.00% 83.33% 61.54%	% 0.00% % 37.27% % 48.65%	0.580117	7 -
ober 2017 ober 2017 ober 2017 ober 2017 ober 2017 ober 2017 ober 2017 ober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B	Timely Outage Resolution after Software Releases All Troubles Cleared wii A Hours-Zone 1 All Troubles Cleared wii A Hours-Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Diagnostic Parity Parity Diagnostic Diagnostic Parity Parity Parity	N/A N/A N/A N/A N/A	0 2 8 25	8 1 8 13 41	0.00% 25.00% 61.54% 60.98% 66.67%	0.00% 48.78% 47.14%	7 0 5 8 8 317	6	0.00% 83.33% 61.54% 61.54%	% 0.00% % 37.27% % 48.65% % 48.65%	0.580117 -0.213574	7 -
ober 2017 ober 2017 ober 2017 ober 2017 ober 2017 ober 2017 ober 2017 ober 2017 ober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-5B	Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable	Diagnostic Parity Parity Diagnostic Diagnostic Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	0 2 8 25 4 3	8 1 8 13 41	0.00% 25.00% 61.54% 60.98% 66.67% 75.00%	0.00% 48.78% 47.14% 43.30%	8 317	6 13 13 619	0.00% 83.33% 61.54% 61.54% 51.21%	% 0.00% % 37.27% % 48.65% % 48.65% % 49.99%	0.580117 -0.213574 -0.483933	7 - 4 - 3
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-5B MR-6A	Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 Hours-Xone 2 Out of Service cleared wil 24 Hours-Xone 2 Man Time to Restore-Disp wil MSA	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence	Diagnostic Parity Parity Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	0 2 8 25 4 3 1 3:19	8 1 8 13 41 6 4 2	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 50.00% 3:19	0.00% 48.78% 47.14% 43.30% 50.00% 0:00	8 317 114575:56	6 13 13 619 2,791	0.00% 83.33% 61.54% 61.54% 51.21% 41:03	6 0.00% 6 37.27% 6 48.65% 6 48.65% 6 49.99% 3 39:07	0.580117 -0.213574 -0.483933 -0.637744 -0.964385	7 - 4 - 3 4 -
ober 2017 ober 2017	Electroric Gatevay Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-5B MR-5X MR-6A MR-6A	Timely Outage Resolution after Software Releases All Troubles Cleared wif a Hours-Zone 1 All Troubles Cleared wif a Hours-Zone 2 All Troubles Cleared wif a Hours-Zone 2 Out of Sentice cleared wif a Hours-Zone 2 Out of Sentice cleared wif a Hours-Zone 2 Mean Time to Restore Disp wif MSA Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable Business Residence	Diagnostic Parity Parity Diagnostic Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A	0 2 8 25 4 3 1 1 3:19 30:19	8 1 8 13 41	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 50.00% 3:19 3:47	0.00% 48.78% 47.14% 43.30% 50.00% 0:00 1:28	8 317 114575:56 17:40	6 13 13 619	0.00% 83.33% 61.54% 61.54% 51.21% 41:03	% 0.00% % 37.27% % 48.65% % 48.65% 49.99% 3 39.07 2 2.02	0.580117 -0.213574 -0.483933 -0.637744 -0.964385	7 - 4 - 3 4 -
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-SA MR-SA MR-SA MR-SA MR-SA MR-SB	Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours-Zone 2 Out of Service cleared wil 24 hours-Zone 3 Mean Time to Restore-Disp wil MSA Mean Time to Restore-Disp wil MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Diagnostic Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	0 2 8 25 4 3 1 3:19 30:19 27:56	8 1 8 13 41 6 4 2 1 1 8	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 50.00% 3:19 3:47 27:56	0.00% 48.78% 47.14% 43.30% 50.00% 0:00 1:28	8 317 114575:56 17:40 16:17	6 13 13 619 2,791 5	0.00% 83.33% 61.54% 61.54% 51.21% 41:03 3:32 16:17	6 0.00% 6 37.27% 6 48.65% 6 49.99% 6 49.99% 7 0.00	0.580117 -0.213574 -0.483933 -0.637744 -0.964385 0.032592	7 -4 -4 -3 -4 -52
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-6B MR-6B MR-6B MR-6B MR-6D MR-6D MR-6D MR-6D	Timely Outage Resolution after Software Releases All Troubles Cliented wir 4 Hours-Zone 1 All Troubles Cliented wil 4 Hours-Zone 2 All Troubles Cliented wil 4 Hours-Zone 2 All Troubles Cliented wil 4 Hours-Zone 2 Out of Service cliented wil 4 Hours-Zone 2 Out of Service cliented wil 2 Hours-Zone 2 Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A	0 2 8 25 4 3 1 1 3:19 90:19 27:56 42:44	8 1 8 13 41 6 4 2 2 1 8 8	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 50.00% 3:19 3:47 27:56 5:21	0.00% 48.78% 47.14% 43.30% 50.00% 0:00 1:28 0:00	8 317 114575:56 17:40 16:17 11:00	6 6 13 13 619 2,791 5 1 3	0.00% 83.33% 61.54% 61.54% 51.21% 41:03 3:32 16:17 3:40	6 0.00% 6 37.27% 6 48.65% 6 48.99% 6 49.99% 2 2.02 7 0.000 0 2.01	0.580117 -0.213574 -0.483933 -0.637744 -0.964385 0.032592	77 -44 -433 -44 -455 -422 -4
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-6B MR-6D MR-6D MR-6D	Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours-Zone 2 Out of Service cleared wil 24 hours-Zone 3 Mean Time to Restore-Disp wil MSA Mean Time to Restore-Disp wil MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Diagnostic Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 8 25 4 3 1 1 3.19 30.19 27.56 42.44 56.55	8 1 8 13 41 6 4 2 1 1 8	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 50.00% 3:19 3:47 27:56	0.00% 48.78% 47.14% 43.30% 50.00% 0:00 1:28	8 317 114575:56 17:40 16:17	6 13 13 619 2,791 5	0.00% 83.33% 61.54% 61.54% 51.21% 41:03 3:32 16:17 3:40	6 0.00% 6 37.27% 6 48.65% 6 48.99% 6 49.99% 2 2.02 7 0.000 0 2.01	0.580117 -0.213574 -0.483933 -0.637744 -0.964385 0.032592	77 -44 -433 -44 -455 -422 -4
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-5B MR-6B MR-6B MR-6C MR-6D MR-6D MR-6D	Timely Outage Resolution after Software Releases All Troubles Cliented wir 4 Hours-Zone 1 All Troubles Cliented wil 4 Hours-Zone 2 All Troubles Cliented wil 4 Hours-Zone 2 All Troubles Cliented wil 4 Hours-Zone 2 Out of Service cliented wil 4 Hours-Zone 2 Out of Service cliented wil 2 Hours-Zone 2 Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A	0 2 8 25 4 3 1 1 3:19 90:19 27:56 42:44	8 1 8 13 41 6 4 2 2 1 8 8	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 50.00% 3:19 3:47 27:56 5:21	0.00% 48.78% 47.14% 43.30% 50.00% 0:00 1:28 0:00	8 317 114575:56 17:40 16:17 11:00	6 6 13 13 619 2,791 5 1 3	0.00% 83.33% 61.54% 61.54% 51.21% 41:03 3:32 16:17 3:40	6 0.00% % 37,27% 6 48,65% 6 48,99% 6 49,99% 7 0.000 0 2.01 0 2.01	0.580117 -0.213574 -0.483993 -0.637744 -0.964385 0.032592 0.199336 0.25076	77 - 44 - 33 - 44 55 22 66 66
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-SA MR-SA MR-SA MR-SA MR-SA MR-SA MR-SB MR-SB MR-SB MR-SB MR-GB	Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 4 Hours-Zone 2 Out of Service cleared wil 4 Hours-Zone 2 Mana Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Diagnostic Parity Parity Diagnostic Diagnostic Parity	N/A	2 8 25 4 3 1 1 3:19 30:19 27:56 42:44 56:55 174:53	8 1 8 13 41 6 4 2 1 1 8 1 1 8 13 41 41 41 41 41 41 41 41 41 41 41 41 41	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 50.00% 3:19 3:47 27:56 5:21 4:23 4:16	0.00% 48.78% 47.14% 43.30% 50.00% 0.00 1:28 0:00 1:53 3:53	8 317 114575:56 17:40 16:17 11:00 11:00	6 13 13 13 619 2.791 5 1 3 3 3 3 3 3 3	0.00% 83.33% 61.54% 61.54% 51.21% 41:03 3:32 16:17 3:40 3:44	6 0.00% 6 37.27% 6 48.65% 6 48.65% 6 49.99% 7 0.00 0 2.01 0 2.01 7 2.51	0.580117 -0.213574 -0.483933 -0.637744 -0.964385 0.032592 0.199336 0.25076 -0.168741	77 44 33 344 55 5 5 5 6 6 6 6 11
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-6S MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	Timely Outage Resolution after Software Releases All Troubles Clierard wif a Hours-Zone 1 All Troubles Clierard wif a Hours-Zone 2 All Troubles Clierard wif a Hours-Zone 2 All Troubles Clierard wif a Hours-Zone 2 Out of Service clierard wif a Hours-Zone 2 Out of Service clierard wif a Hours-Zone 2 Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Diagnostic Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A	2 8 25 4 3 1 1 3:19 30:19 27:56 42:44 56:55 174:53 621:14	8 1 8 13 41 6 6 4 2 1 8 1 8	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 3:19 3:47 27:56 5:21 4:23 4:16 14:07	0.00% 48.78% 47.14% 43.30% 50.00% 0.00 11:28 0.00 11:53 3.33 3.34 9:57	8 317 114575:56 17:40 16:17 11:00 11:00 11:20 133674:15	6 13 13 619 2,791 5 1 3 3 3 3	0.00% 83.33% 61.54% 61.54% 51.21% 41:03 3:32 16:17 3:40 3:40 3:47	6 0.00% 37.27% 6 48.65% 6 48.65% 6 49.99% 7 0.000 0 2.01 0 2.01 1 38.23	0.580117 -0.213574 -0.483933 -0.637744 -0.964385 -0.032592 -0.19336 -0.25076 -0.168741 -4.302324	7 4 4 3 3 4 4 5 5 5 5 6 6 6 6 1 1 4 4 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-6B MR-6B MR-6B MR-6B MR-6D	Timely Outage Resolution starts Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours-Xone 2 Man Time to Restore-Disp wil MSA Mean Time to Restore-Disp wil MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Resistence Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - Norloops Enhanced Extended Loops - DS1 Capable	Diagnostic Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A	2 8 8 25 4 4 3 1 1 3:19 30:19 27:56 42:44 56:55 174:53 62:1:14 22:28	8 1 8 13 41 6 4 4 2 1 1 8 8 1 1 8 1 3	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 3.19 3.47 27:56 5:21 4:23 4:16 14:07 3.445	0.00% 48.78% 47.14% 43.30% 50.00% 0.00 1:28 0:00 1:53 3:34 9:77 3:36	8 317 114575:56 17:40 16:17 11:00 11:00 11:20 133674:15 48:18	6 13 13 619 2,791 5 1 3 3 3 3,412	0.00% 83.33% 61.54% 61.54% 41:03 3.32 16:17 3.44 3.47 39:11 4:50	6 0.00% 6 37.27% 6 48.65% 6 48.65% 6 49.99% 7 0.00 0 2.01 7 2.51 1 38.23 0 2.22	0.580117 -0.213574 -0.483573 -0.637744 -0.964385 -0.032592 -0.199336 -0.25076 -0.188741 -4.302324 -0.886658	77 - 44 - 45 - 55 56 - 66 66 44 48 - 88
ober 2017 cober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-6B MR-6B MR-6B MR-6B MR-6D	Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 Hours-Zone 2 Out of Service cleared wil 24 Hours-Zone 2 Man Troubles Cleared wil 4 Hours-Zone 2 Man Time to Restore Interval Zone 1 Man Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Extended Extended Loops - DS1 Capable LUS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20's Capable Unbundled Loop - DS1 Capable	Diagnostic Parity Parity Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A	2 8 25 4 4 3 3 11 3:19 27:56 42:44 56:55 174:53 621:14 22:28 11:55	8 1 1 8 13 41 6 4 4 2 1 1 8 8 13 3 41 1 4 4 4 4 4 4 4 4 6 6 1 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 3.19 3.47 27.56 5:21 4:23 4:16 14:07 3:45 2:59	0.09% 48.78% 47.44% 43.30% 50.00% 0.00 1.28 0.00 1.53 3.53 3.53 3.34 9.57	8 317 114575:56 17:40 16:17 11:00 11:20 133674:15 48:18 48:18	6 13 13 619 2,791 1 3 3 3 3,412 10 10	0.00% 83.33% 61.54% 51.21% 41:03 3:342 16:17 3:40 3:47 3:41 4:50	6 0.00% 6 37.27% 6 48.65% 6 48.65% 6 49.99% 7 0.000 0 2.01 0 2.01 1 38.23 1 3.202 0 2.22 0 2.202 0 2.201 0 2.201 0 2.201 0 2.201 0 2.202 0 2.202 0 2.202 0 2.203	0.580117 -0.213574 -0.483933 -0.637744 -0.96435 -0.032592 -0.199336 -0.25076 -0.18874 -0.88695 -1.319983	77
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-SA MR-SA MR-SA MR-SA MR-SA MR-SB MR-SB MR-SB MR-SB MR-SC MR-GD	Timely Outage Resolution start Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Resistence Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - Norloops Enhanced Extended Loops - DS1 Capable	Diagnostic Parity Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A	2 8 8 25 4 4 3 1 1 3:19 30:19 27:56 42:44 56:55 174:53 62:1:14 22:28	8 1 8 13 41 6 4 4 2 1 1 8 8 1 1 8 1 3	0.00% 25.00% 61.54% 60.98% 66.67% 50.00% 50.00% 52.521 4:23 4:16 14:07 3:45 2:59	0.00% 48.78% 47.14% 43.30% 50.00% 0.00 1.28 0.00 1.53 3.53 3.34 9.57 3.36	8 317 114575:56 17:40 16:17 11:00 11:20 133674:15 48:18 48:18	6 133 139 619 2,791 1 3 3 3 3,412 10 10 762	83.33% 61.54% 51.21% 41:03 3:32 16:17 3:40 3:44 3:47 3:9:11 4:50 4:50	% 0.00% % 37.27% % 48.65% % 48.65% % 49.99% 3 3 39.07 2 2 2.02 0 2.01 0 2.01 7 2.25 1 38.53 0 2.22 2 36.59	0.580117 -0.213574 -0.483933 -0.637744 -0.963365 -0.032592 -0.189336 -0.25076 -0.188741 -1.319933 -1.319933 -2.832792	77 44 33 44 55 5 11 14 4 13 3 3 33 3 32 2 2
tober 2017 tober 2017 tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-6B MR-6B MR-6B MR-6B MR-6D	Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 Hours-Zone 2 Out of Service cleared wil 24 Hours-Zone 2 Man Troubles Cleared wil 4 Hours-Zone 2 Man Time to Restore Interval Zone 1 Man Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Extended Extended Loops - DS1 Capable LUS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20's Capable Unbundled Loop - DS1 Capable	Diagnostic Parity Parity Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A	2 8 25 4 4 3 3 11 3:19 27:56 42:44 56:55 174:53 621:14 22:28 11:55	8 1 1 8 13 41 6 4 4 2 1 1 8 8 13 3 41 1 4 4 4 4 4 4 4 4 6 6 1 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 3.19 3.47 27.56 5:21 4:23 4:16 14:07 3:45 2:59	0.09% 48.78% 47.44% 43.30% 50.00% 0.00 1.28 0.00 1.53 3.53 3.53 3.34 9.57	8 317 114575:56 17:40 16:17 11:00 11:20 133674:15 48:18 48:18	6 13 13 619 2,791 1 3 3 3 3,412 10 10	83.33% 61.54% 51.21% 41:03 3:32 16:17 3:40 3:44 3:47 3:9:11 4:50 4:50	% 0.00% % 37.27% % 48.65% % 48.65% % 49.99% 3 3 39.07 2 2 2.02 0 2.01 0 2.01 7 2.25 1 38.53 0 2.22 2 36.59	0.580117 -0.213574 -0.483933 -0.637744 -0.96435 -0.032592 -0.199336 -0.25076 -0.18874 -0.88695 -1.319983	77 -44 33 44 45 46 46 46 47 47 48
tober 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-SA MR-SA MR-SA MR-SA MR-SA MR-SB MR-SB MR-SB MR-SB MR-SC MR-GD	Timely Outage Resolution start Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable	Diagnostic Parity Parity Parity Diagnostic Diagnostic Diagnostic Parity	N/A	2 8 25 4 4 3 3 11 3:19 27:56 42:44 56:55 174:53 621:14 22:28 11:55	8 1 1 8 13 41 6 4 4 2 1 1 8 8 13 3 41 1 4 4 4 4 4 4 4 4 6 6 1 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00% 25.00% 61.54% 60.98% 66.67% 50.00% 50.00% 52.521 4:23 4:16 14:07 3:45 2:59	0.00% 48.78% 47.14% 43.30% 50.00% 0.00 1.28 0.00 1.53 3.53 3.34 9.57 3.36	8 317 114575:56 17:40 16:17 11:00 11:20 133674:15 48:18 48:18	6 133 139 619 2,791 1 3 3 3 3,412 10 10 762	0.00% 83.33% 61.54% 61.54% 51.21% 41:03 3:32 16:17 3:40 3:47 39:11 4:55 41:52 14.68%	6 0.00% 6 37.27% 6 48.65% 6 48.65% 6 49.99% 7 0.00 0 2.01 1 38.23 1 38.27 0 2.22 38.639 6 35.39%	0.580117 -0.213574 -0.483933 -0.637744 -0.963365 -0.032592 -0.189336 -0.25076 -0.188741 -1.319933 -1.319933 -2.832792	77 44 33 44 55 5 11 14 4 13 3 33 3 22 11 1
ticber 2017	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-6B MR-6B MR-6B MR-6B MR-6C MR-6D	Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 4 Hours-Zone 2 Out of Service cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time Restore Interval Zone 2 Mean Time Restore Interv	Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - National Capable Unbundled Loop - DS1 Capable Residence	Diagnostic Parity	N/A	2 8 25 4 4 3 3 11 3:19 27:56 42:44 56:55 174:53 621:14 22:28 11:55	8 1 1 8 13 41 6 4 4 2 1 1 8 8 13 3 41 1 4 4 4 4 4 4 4 4 6 6 1 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00% 25.00% 61.54% 60.98% 66.67% 75.00% 3.19 3.47 27:56 5.21 4:23 4:16 14:07 3.445 2.59 11:23	0.09% 48.78% 47.14% 43.30% 50.00% 1.28 0.00 1.53 3.34 9.57 3.36 1.11 9.01	8 317 114575:56 17:40 16:17 11:00 11:20 133674:15 48:18 48:18	6 13 13 619 2.761 5 1 3 3 3 3.412 10 10 762 2.888	0.00% 83.33% 61.54% 61.54% 51.21% 41:03 3:32 16:17 3:40 3:47 39:11 4:55 41:52 14.68% 10.00%	6 0.00% 37.27% 6 48.65% 6 48.65% 6 49.99% 7 2.02 7 0.00 0 2.01 1 38.23 0 2.22 2 36.59 3 39.00% 6 30.00%	0.580117 -0.213574 -0.483933 -0.637744 -0.96435 -0.19336 -0.25075 -0.16874 -1.31983 -1.31983 -2.832792 -0.41475	77 44 33 44 55 5 11 14 4 13 3 33 3 22 11 1

October 2017 Maintenance : October 2017 Network Perfo Cotober 2017 October 2017 Ordering and October 2017 Orderin	anne and Repair h h h h h h h h h	NR-7D WR-7E WR-7E WR-7E WR-7E WR-8 WR-8 WR-8 WR-8 WR-8 WR-8 WR-8 WR-8	Regair Repair Repoir Rate-Zone 1 Repair Repair Report Rate-Zone 1 Repair Repair Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repair Report Rate-Zone 2 Repair Repair Report Rate-Zone 2 Repair Repair Report Rate-Zone 2 Trouble Rate T	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - S15 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - ANSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - S0 Capable Unbundled Loop - NAIG UNBUNDLED LOOP Residence LIS Trunk Residence Unbundled Loop - Wire Non-Loaded Unbundled Loop - Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DES Capable LIS Trunk L	Parity	NA N/A N/A N/A N/A N/A N/A N/A N/A N/A N	1 1 100 100 100 100 100 100 100 100 100	133 411 444 66 44 122 1.1.112 69.280 52 221 1,700 13,774 4,094 18 21,240 1,366 13,083 33,696 113,083	7.69% (24.39% 4.55% 4.55% 4.55% 4.55% 4.55% 4.55% 4.55% 4.55% 4.55% 4.26% 4.26% 4.26% 4.26% 4.26% 4.27% 4.17% 4.27% 4.00	28.65% 42.94% 20.83% 0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43% 0.00% 0.19%	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 10 3,638 13 13 16 18 12 14 15 14 15 15 14 16 16 16 16 16 16 16 16 16 16 16 16 16	33.33% (10.00% 13.94% 0.00% 0.00% 0.00% 0.99% 0.99% 0.99% 0.95% 0.32% 0.32% 0.88% 0.88% 1.01% 85.94%	47.14% 30.00% 34.63% 0.00% 0.00% 33.90% 9.92% 0.43% 11.15% 9.71% 5.65% 9.73% 9.35% 9.35% 34.76%	-0.849208 0.51916 -1.787864 0.721522 -0.48804 0.72297 -0.15237 -0.15237 -0.15237 -0.43456 -1.398025 0.652339 -1.155965 -0.374217 -0.415346 -1.0.966764 -0.404377	-2.086944 -0.561346 -1.302787 -0.560449 -1.092634 -0.973581 -1.848115 -0.603406 -1.702777
Deciber 2017 Maintenance ; Deciber 2017 Metwork Perforceber 2017 Ordering and Deciber 2017 Ordering and	ance and Repair A Repair	MR-7D MR-7E MR-7E MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repair Repoir Rate-Zone 1 Repair Repair Repoir Rate-Zone 2 Trouble Rate Tr	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - OS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - ST Capable Unbundled Loop - NDSU LIS Trunk LIS Trunk LIS Trunk LIS Trunk US Trunk END - Qu'ille Non-Loaded Unbundled Loop - Avilog Unbundled Loop Analog Residence Residence Enhanced Extended Loops - DS1 Capable Enhanced Extended Loops - DS1 Capable	Parity	NA N	2 0 1 1 1 1 1 4 1 0 8 8 1 3 3 4 5 6 6 6 1 1 1 3 1 1 3 1 6 1 1 1 1 1 1 1 1	444 6 44 12 1,112 69,280 52 221 1,700 13,074 4,094 18 21,240 13,3,696 13,063 13,063	4.55% 0.00% 25.00% 8.33% 1.26% 0.00% 1.92% 0.00% 0.47% 0.10% 0.10% 0.00%	20.83% 0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43% 5.13% 0.00% 0.19%	0 0 107 21 1 3,702 23 3 3 19 23 4,446	3,638 13 13 808 2,114 55,134 293,991 2,416 936 936 2,155 2,405 441,801	13,94% 0.00% 0.00% 13,24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.88% 0.96% 1.01%	34.63% 0.00% 0.00% 33.90% 9.92% 0.43% 11.15% 5.65% 5.65% 9.73% 9.93%	-1.787864 0.721522 -0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346 -10.596764	-2.086944 -0.561346 -1.302787 -0.560449 -1.092634 -0.973581 -1.848115 -0.603406 -1.702777 -0.468514 -1.252512 -7.442375 -1.214584 -2.880171
Detaber 2017 Maintenance in Jectober 2017 Ordering and Jecto	ance and Repair In ance a	WR-7E WR-7E WR-7E WR-7E WR-8 WR-8 WR-8 WR-8 WR-8 WR-8 WR-8 WR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repair Report Rate-Zone 2 Trouble Rate Trouble Ra	Enhanced Extended Loops - DS1 Capable Uribundied Loop - DS1 Capable Unbundied Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundied Loop - S0 Capable Unbundied Loop - DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop - SNEL Unbundied Loop - SNEL LIS Trunk LIS Trunk LIS Trunk LIS Trunk Sub-Loop Unbundied Unbundied Loop Analog Residence Unbundied Loop - ANBL Company Unbundied Loop - ANBL UNBUNDLED LOOP ANALOG Unbundied Loop Analog Unbundied Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Diagnostic Diagnostic Diagnostic Parity	N/A	0 1 1 14 1 1 1 0 8 13 45 0 0 565 1 1 13 13 1 1 16 6 18	1,112 69,280 69,280 52 221 1,700 13,074 4,094 18 21,240 33,696 13,083 33,696	0.00% 25.00% 8.33% 1.26% 0.00% 0.00% 0.47% 0.10% 1.10% 0.00% 0.25% 100.00% 0.04% 0.04% 0.04% 0.04%	0.00% 43.30% 27,64% 11.15% 0.38% 6.84% 3.15% 10.43% 5.13% 0.00%	0 0 107 21 1 3,702 23 3 3 19 23 4,446	13 13 808 2.114 55,134 233,991 2,416 936 2,155 2,405 441,601	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.38% 0.96%	0.0% 0.0% 39.9% 9.92% 0.43% 9.11% 5.65% 9.25% 9.35%	0.721522 -0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346 -10.596764	-0.561344 -1.302781 -0.560445 -1.092634 -0.973581 -1.848118 -0.603406 -1.702771 -0.468514 -1.252512 -7.442378 -1.245844 -2.880171
Deciber 2017 Maintenance i Deciber 2017 Metwork Perfordatober 2017 Metwork Perfordatober 2017 Metwork Perfordatober 2017 Metwork Perfordatober 2017 Ordering and Deciber 2017 Orde	ance and Repair A Repair	MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repair Report Rate-Zone 2 Repair Repa	Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - ADSL Unbundled Loop - ADSL Unbundled Loop - ANSI US Trunk LIS Trunk LIS Trunk LIS Trunk US Trunk US Trunk US Trunk US Trunk Ruhled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop Analog Unbundled Loop Analog Unbundled Loop - ANSI Residence Residence Enhanced Extended Loops - DS1 Capable Enhanced Extended Loops - DS1 Capable Els Trunk	Parity	N/A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 112 1.112 69.280 52 2.21 1.700 13.074 4.094 13.3,696 13.083 33.696 1.063 1.063 1.063 1.1063	25.00% 8.33% 1.26% 0.00% 1.92% 0.00% 0.47% 0.10% 1.10% 0.00% 0.26% 100.00% 0.44% 0.01% 0.04% 0.01% 6.001%	43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43% 5.13% 0.00%	21 1 3,702 23 3 3 19 23 4,446	13 808 2,114 55,134 293,991 2,416 936 936 2,155 2,405 441,601	0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.88% 0.96% 1.01%	0.00% 33.90% 9.92% 0.43% 11.15% 9.71% 5.65% 9.35% 9.35% 9.35%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346 -10.596764	-1.30278 -0.56044! -1.09263 -0.97358 -1.84811! -0.603400 -1.70277 -0.46851 -1.25251; -7.44237! -1.24584 -2.88017
Deciber 2017 Maintenance ; Deciber 2017 Network Perforectober 2017 Ordering and Deciber 2017 Ordering and	ance and Repair In ance a	MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repair Report Rate-Zone 2 Trouble Rate Trouble Rat	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - NS1 Capable Unbundled Loop - NSEI Unbundled Loop Analog Residence LIS Trunk LIS Trunk LIS Trunk Sub-Loop Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Analog Residence LIS Trunk LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Diagnostic Diagnostic Parity	NA N	1 0 8 8 13 45 0 56 6 1 1 13 1 1 1 6 6 18	12 1,112 69,280 52 221 1,700 13,074 4,094 18 21,240 1 33,586 13,083 33,696	8.33% 1.26% 0.00% 1.92% 0.10% 1.10% 0.10% 1.10% 0.26% 100.00% 0.44% 0.01% 0.04% 6.001%	27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43% 5.13% 0.00%	21 1 3,702 23 3 3 19 23 4,446	808 2,114 55,134 293,991 2,416 936 936 2,155 2,405 441,601	13.24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.88% 0.96% 1.01%	33.90% 9.92% 0.43% 11.15% 9.71% 5.65% 5.65% 9.35% 9.73% 9.98%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346 -10.596764	-1.30278 -0.56044! -1.09263 -0.97358 -1.84811! -0.603400 -1.70277 -0.46851 -1.25251; -7.44237! -1.24584 -2.88017
Deckber 2017 Maintenance ; Deckber 2017 Metwork Perfo Deckber 2017 Metwork Perfo Deckber 2017 Metwork Perfo Deckber 2017 Metwork Perfo Deckber 2017 Ordering and	ance and Repair A Repair	MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Trouble Rate Rate Rate Rate Rate Rate Rate Rate	Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1051 Capable Unbundled Loop - 1051 Capable Unbundled Loop Analog Residence LIS Trunk LIS Trunk LIS Trunk LIS Trunk LIS Trunk US Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable Enhanced Extended Loops - DS1 Capable	Parity Diagnostic Diagnostic Diagnostic Parity	N/A	1 0 8 8 13 45 0 56 6 1 1 13 1 1 1 6 6 18	1,112 69,280 52 221 1,700 13,074 4,094 18 21,240 1 33,696 13,063 13,063	1.26% 0.00% 1.92% 0.00% 0.47% 0.10% 0.10% 0.00% 0.26% 100.00% 0.04% 0.01% 0.04% 0.01%	11.15% 0.38% 13.73% 6.84% 3.15% 10.43% 5.13% 0.00%	21 1 3,702 23 3 3 19 23 4,446	2,114 55,134 293,991 2,416 936 936 2,155 2,405 441,601	0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.88% 0.96% 1.01%	9.92% 0.43% 11.15% 9.71% 5.65% 5.65% 9.35% 9.73% 9.98%	0.722997 -0.15237 0.043456 -1.395025 0.65233 -1.155965 0.874217 -0.415346 -10.596764	-0.560448 -1.092634 -0.973581 -1.848118 -0.603400 -1.702771 -0.468514 -1.252512 -7.442378 -1.245844 -2.880171
October 2017 Maintenance i October 2017 Network Perfo October 2017 Network Perfo October 2017 Network Perfo October 2017 Network Perfo October 2017 Ordering and Octob	annoe and Repair Annoe and Re	MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Trouble Rate Rapair Appointments Met-Disp wil MSA Trunk Blockage to CTI-O Tandem Old wil TGSR excl Trunk Blockage to CTI-O Tandem Old wil TGSR excl Trunk Blockage to CTI-O Tandem Old wil TGSR excl Trunk Blockage to CTI-O Tandem Old wil TGSR excl Trunk Blockage to CTI-O Ten Old wil TGSR excl Trunk Blockage to CTI-O Ten Old wil TGSR excl Intellerated To Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Interval To Pending Orders Delayed Teracilities Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Arese Interval Zone 1 Arese Interval Zone 1 Arese Interval Zone 1 Arese	LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nort-Loaded Unbundled Loop - 3 Wire Nort-Loaded Unbundled Loop - ANDSL Unbundled Loop Analog Residence LIS Trunk LIS Trunk LIS Trunk LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Nort-Loaded Unbundled Loop Analog Residence Erhancod Extended Loops - DS1 Capable LIS Trunk	Parity	N/A	1 0 8 8 13 45 0 56 6 1 1 13 1 1 1 6 6 18	69,280 52 221 1,700 13,074 4,094 18 21,240 1 33,696 13,063 33,696	0.00% 1.92% 0.00% 0.47% 0.10% 1.10% 0.00% 0.26% 100.00% 0.04% 0.01% 0.04%	0.38% 13.73% 6.84% 3.15% 10.43% 5.13% 0.00% 0.19%	1 3,702 23 3 3 19 23 4,446	55,134 293,991 2,416 936 936 2,155 2,405 441,601	0.00% 1.26% 0.95% 0.32% 0.32% 0.88% 0.96% 1.01%	0.43% 11.15% 9.71% 5.65% 9.35% 9.73% 9.98%	-0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346 -10.596764	-1.092634 -0.973581 -1.848115 -0.603406 -1.702777 -0.468514 -1.252512 -7.442375 -1.245844 -2.880171
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October 2017 Maintenance or October 2017 Network Performance or October 2017 Ordering and October 2017 O	ance and Repair ance and Repair ince and Repai	MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-9 MR-9 MR-9 MR-9 MR-9 MR-9 MR-9 MR-9	Trouble Rate Repair Appointments Met-Disp will MSA Repair Appointments Met-Disp will MSA Trunk Blockage to CTIL-O Trandem Olic will TGSR excl Trunk Blockage to CTIL-O Trandem Olic will TGSR excl Trunk Blockage to CTIL-O Trandem Olic will TGSR excl Trunk Blockage to CTIL-O Trandem Olic will TGSR excl Trunk Blockage to CTIL-O Trandem Olic will TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 187 Capable Unbundled Loop - NST Capable Unbundled Loop - NSELI Unbundled Loop - ANSELI Unbundled Loop - ANSELI LIS Trunk LIS Trunk LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 187 Capable Unbundled Loop - 187 Capable Unbundled Loop - 187 Capable LIS Trunk LIS Trunk LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Diagnostic Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A	8 13 3 45 5 0 0 566 1 1 13 1 13 1 1 6 18 1 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1,700 13,074 4,094 18 21,240 1 33,696 13,063 3,666 13,063	0.47% 0.10% 1.10% 0.00% 0.26% 100.00% 0.04% 0.01% 0.04% 0.01%	3.15% 10.43% 5.13% 0.00% 0.19%	3 3 19 23 4,446	936 936 2,155 2,405 441,601	0.32% 0.32% 0.88% 0.96% 1.01%	5.65% 5.65% 9.35% 9.73% 9.98%	0.652339 -1.155965 0.874217 -0.415346 -10.596764	-0.603406 -1.702777 -0.468514 -1.252512 -7.442375 -1.245844 -2.880171
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October 2017 Maintenance i October 2017 Network Perfo October 2017 Ordering and	ance and Repair In and Provisioning In and Pr	MR-8 MR-8 MR-8 MR-9A MR-9A MR-19A MR-19B MR-	Trouble Rate Trouble Rate Trouble Rate Trouble Rate Repair Appointments Met-Disp wil MSA Repair Appointments Met-Disp wil MSA Trunk Blockage to CTL-Q Tandem Old wi TGSR excl Trunk Blockage to CTL-Q Tandem Old wi TGSR excl Trunk Blockage to CTL-Q Tandem Old wi TGSR excl Trunk Blockage to CTL-Q Tandem Old wi TGSR excl Trunk Blockage to CTL-Q Tandem Old wi TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi Unbundled Loop Analog Residence LIS Trunk LIS Trunk LIS Trunk LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity Parity Diagnostic Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A	45 0 56 1 13 13 1 13 6 6 18 18	4,094 18 21,240 1 33,696 13,063 33,696 13,063	1.10% 0.00% 0.26% 100.00% 0.04% 0.01% 0.04% 0.01% 6.00	10.43% 5.13% 0.00% 0.19%	23 4,446	2,155 2,405 441,601	0.88% 0.96% 1.01%	9.35% 9.73% 9.98%	0.874217 -0.415346 -10.596764	-0.468514 -1.252512 -7.442375 -1.245844 -2.880171
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October 2017 Meintenance a Cottober 2017 Network Perfo October 2017 Ordering and	ance and Repair N Performance	MR-9A NI-1A NI-1A NI-1C	Repair Appointments Met-Disp will MSA Trunk Blockage to CTI-O Trandem Of tw it TGSR excl Trunk Blockage to CTI-O Trandem Of tw it TGSR excl Trunk Blockage to CTI-O Trandem Of tw vis TGSR excl Trunk Blockage to CTI-O Trandem Of tw Vis TGSR excl Trunk Blockage to CTI-O Trandem Of tw Vis TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	Residence LIS Trunk LIS Trunk LIS Trunk LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop Analog Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Diagnostic Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	1 13 1 13 13 1 6 18	1 33,696 13,063 33,696 13,063	100.00% 0.04% 0.01% 0.04% 0.01% 6.00	0.00% 0.19%						-1.245844 -2.880171
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October 2017 Network Perfo Cotcher 2017 Ordering and Cotcher 2017 Ordering and October 2017	Performance Neterior and Performance Performance Neterior and Perfo	NI-1B NI-1C NI-1C NI-1C DP-15A DP-15A DP-15A DP-15B-RD DP-15B-RD DP-3C DP-3C DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3B	Trunk Blockage to CTL-Q End Ofe wi TGSR exel Trunk Blockage to CTL-Q Tandem Ofe wio TGSR exel Trunk Blockage to CTL-Q End Ofe wio TGSR exel Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	LIS Trunk LIS Trunk LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Diagnostic Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	1 13 1 6 18	13,063 33,696 13,063	0.01% 0.04% 0.01% 6.00							
October 2017 Network Perfo October 2017 Network Perfo October 2017 Network Perfo October 2017 Ordering and October 2017 Orde	Performance Neuroperior Performance Neuroperior Performance and Provisioning	NI-1C NI-1D DP-15A DP-15A DP-15A DP-15A DP-15B-RD DP-15B-RD DP-3C DP-3C DP-3D DP-3B	Trunk Blockage to CTL-Q Tandem Olc w/o TGSR excl Trunk Blockage to CTL-Q End Olc w/o TGSR excl Trunk Blockage to CTL-Q End Olc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	LIS Trunk LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop Analog Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Diagnostic Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A	1 6 18 13	33,696 13,063 1	0.04% 0.01% 6.00	0.07%						-2.973654
October 2017 Network Parfo Cottober 2017 Ordering and October 2017 Ord	Performance In and Provisioning In and Provisi	NI-1D DP-15A DP-15A DP-15B-RD DP-15B-RD DP-15B-RD DP-3D	Trunk Blockage to CTL-Q End Olc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed past Due Date Pending Orders Delayed for Racilities Pending Orders Pelayed for Racilities Ronding Orders Delayed for Racilities No dispatches Interval Zone 1 Areas	LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A	1 6 18 13	13,063 1	0.01% 6.00							
October 2017 Ordering and October 2017 Order	and Provisioning C	DP-15A DP-15A DP-15A DP-15B-RD DP-15B-RD DP-3C DP-3C DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3B DP-3B DP-3E DP-3E	Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop Analog Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIST Trunk	Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A	13	1	6.00							
October 2017 Ordering and October 2017 Order	and Provisioning C	DP-15A DP-15A DP-15B-RD DP-15B-RD DP-3C DP-3C DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3B DP-3B DP-3E DP-3E	Internal for Pending Orders Delayed Past Due Date Internal for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Internal Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop 2 Wire Non-Loaded Unbundled Loop 2 Allien Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity	N/A N/A N/A	13	1 6								
October 2017 Ordering and October 2017 Order	and Provisioning and Provisioning C C and Provisioning C C C C C C C C C C C C C C C C C C C	DP-15A DP-15A DP-15B-RD DP-15B-RD DP-3C DP-3C DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3E DP-3E DP-3E	Internal for Pending Orders Delayed Past Due Date Internal for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Internal Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Unbundled Loop 2 Wire Non-Loaded Unbundled Loop 2 Allien Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity	N/A N/A N/A	13	6								
October 2017 Ordering and October 2017 Order	and Provisioning and Provisioning C	DP-15A DP-15B-RD DP-15B-RD DP-15B-RD DP-15B-RD DP-3C DP-3C DP-3D DP-3D DP-3D DP-3D DP-3D DP-3B DP-3E DP-3E	Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity	N/A			3.00	0.00						
October 2017 Ordering and Cottober 2017 Ordering and October 2017 Pre-Ordering Pre-	and Provisioning and Provisioning C	DP-15B-RD DP-15B-RD DP-3C DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3B DP-3B DP-3E	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity	N/A		1	13.00	0.00	49,337	299	165.01	222.36	-0.682455	-1.414903
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	and Provisioning C g and Provisioning C	DP-15B-RD DP-3C DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3E DP-3E	Pending Orders Delayed for Facilities No dispatches Interval Zone 1 Areas	Unbundled Loop Analog Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity		0		0.00%	0.00%	40,007	200	100.01	EEE.00	0.002-100	1.414000
October 2017 Ordering and October 2017 Pre-Ordering Pre-O	g and Provisioning C	DP-3C DP-3D DP-3D DP-3D DP-3D DP-3E DP-3E DP-3E	No dispatches Interval Zone 1 Areas	Residence Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity		- 1	1	100.00%	0.00%	145	299	48.49%	49.98%	3.719016	1.261001
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	g and Provisioning C	DP-3D DP-3D DP-3D DP-3D DP-3D DP-3D DP-3E DP-3E DP-3E	Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk		N/A	1	1	100.00%	0.00%	702	703	48.49% 99.86%	49.98%	-0.037716	-1 02293
October 2017 Ordering and October 2017 Pre-Ordering Pre-O	g and Provisioning C	DP-3D DP-3D DP-3D DP-3D DP-3E DP-3E DP-3E	Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas	LIS Trunk		N/A 90.00%	1	1	100.00%	0.00%	/02	703	99.86%	3.17%	-0.037716	-1.02293
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	g and Provisioning C	OP-3D OP-3D OP-3D OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas		Benchmark	90.00% N/A	1	1	100.00%	0.00%			100.00%	0.00%		
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	g and Provisioning C	OP-3D OP-3D OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity			0		0.00%	1	1	100.00%	0.00%		
October 2017 Ordering and October 2017 Pre-Ordering Pre-O	g and Provisioning C	OP-3D OP-3E OP-3E OP-3E	Interval Zone 1 Areas		Benchmark	90.00%	74	78	94.87%							
October 2017 Ordering and October 2017 Ordering and Cotcher 2017 Ordering and Cotcher 2017 Ordering and Cotcher 2017 Ordering and Cotcher 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	g and Provisioning C g and Provisioning C g and Provisioning C	OP-3E OP-3E OP-3E		Unbundled Loop - DS1 Capable	Parity	N/A	24	25	96.00%	19.60%	2	3	66.67%	47.14%	-1.018402	-1.619145
October 2017 Ordering and October 2017 Pre-Ordering Pre-O	g and Provisioning C g and Provisioning C	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	39	39	100.00%							
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	g and Provisioning C	DP-3E		Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	4	25.00%							
October 2017 Ordering and October 2017 Pre-Ordering Pre-O			Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
October 2017 Ordering and October 2017 Pre-Ordering Pre-O	and Provisioning	DD.2E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10	100.00%							
October 2017 Ordering and October 2017 Ordering and Cotcher 2017 Ordering and Cotcher 2017 Ordering and Cotcher 2017 Ordering and Cotcher 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O		51 -5L	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
October 2017 Ordering and October 2017 Pre-Ordering Pre-O	g and Provisioning C	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	g and Provisioning C	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	g and Provisioning C	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154	51	3.02							
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	and Provisioning C	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	124	26	4.77							
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	and Provisioning C	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	194	39	4.97							
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	and Provisioning C	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	27	3	9.00							
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O	g and Provisioning C	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30	10	3.00							
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-O			Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
October 2017 Ordering and October 2017 Pre-Ordering			Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							
October 2017 Ordering and October 2017 Pre-Ordering and October 2017 Pre-Ordering October 2017 Pre-Ordering Pre-Or			New Service Installation Quality	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	3	3	100.00%	0.00%		
October 2017 Ordering and October 2017 Ordering and October 2017 October 2017 Ordering and October 2017 Ordering and October 2017 October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017 October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017			New Service Installation Quality	Residence	Parity	N/A	- 1	- 1	100.00%	0.00%	1,645	1.820	90.38%	29.48%	-0.326074	-1.198239
October 2017 Ordering and October 2017 Ordering and October 2017 Ordering and October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017 Pre-Ordering			New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	90	90	100.00%	0.00%	6	6	100.00%	0.00%		
October 2017 Ordering and October 2017 Ordering and October 2017 Pre-Ordering			New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	29	96.55%	18.25%	3	3	100.00%	0.00%	-1.318011	-1.801294
October 2017 Ordering and October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017 Pre-Ordering	,		New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	41	42	97.62%	15.25%	1.368	1.475	92.75%	25.94%	-1.200623	-1.729927
October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017 Pre-Ordering	,		Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2.936	2.937	99.97%	13.2376	1,300	1,475	82.7370	20.0470	-1.200023	-1.728827
October 2017 Pre-Ordering October 2017 Pre-Ordering October 2017 Pre-Ordering			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6631.70	19.505	0.34							
October 2017 Pre-Ordering October 2017 Pre-Ordering						N/A	15987 50									
October 2017 Pre-Ordering			Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic			12,790	1.25							
			Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22619.20	19,505	1.16							
October 2017 Pre-Ordering			Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3917.60	4,897	0.80							
			Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4439.10	4,897	0.91							
October 2017 Pre-Ordering	-		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	698.00	1,745	0.40							
October 2017 Pre-Ordering			Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1291.50	1,230	1.05							
October 2017 Pre-Ordering			Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1989.50	1,745	1.14							
October 2017 Pre-Ordering			Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3157.75	3,715	0.85							
October 2017 Pre-Ordering	-		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7986.30	3,803	2.10							
October 2017 Pre-Ordering	9		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11144.05	3,715	3.00							
October 2017 Pre-Ordering			Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7782.60	7,630	1.02							
October 2017 Pre-Ordering	9		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6512.80	5,815	1.12							
October 2017 Pre-Ordering	ering P	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14295.40	7,630	1.87							
October 2017 Pre-Ordering	ering P	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2382.72	1,088	2.19							
October 2017 Pre-Ordering	ering P	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.36	1,142	0.58							
October 2017 Pre-Ordering	ering P		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3045.08	1,088	2.80							
October 2017 Pre-Ordering	ering P	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3751.17	6,581	0.57							
October 2017 Pre-Ordering	ering P		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7772.00	13,400	0.58							
October 2017 Pre-Ordering	ering P	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11523.17	6,581	1.75							
October 2017 Pre-Ordering			Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	253.00	1,100	0.23							
October 2017 Pre-Ordering			Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	864.80	1.880	0.46							
October 2017 Pre-Ordering			Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1187.01	981	1.21							
October 2017 Pre-Ordering	ering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2304.81	1.880	1.23							
October 2017 Pre-Ordering			Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2498.49	3.621	0.69							
October 2017 Pre-Ordering October 2017 Pre-Ordering	ering P		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	2498.49 51544.20	2,710	19.02							
	ering P ering P			TOTAL	-	N/A	51544.20	3,621	14.92							
	ering P ering P ering P		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic											
October 2017 Pre-Ordering	ering P ering P ering P ering P ering P		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8440.25	4,823	1.75							
October 2017 Pre-Ordering	ering P		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8141.40	4,523	1.80							
October 2017 Pre-Ordering	ering P	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67107.81	6,897	9.73							
October 2017 Pre-Ordering October 2017 Pre-Ordering	ering P	PO-1-XML PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	26670.00 48371.80	6,350	4.20 13.88							

Month	PID Category	PID	PID Title	Product Category		Benchmark N/Δ	CLEC Numerator C		CLEC Result CL	LEC Standard Deviation	C1L-Q Numerator	C1L-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
ctober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	1471	0000.00	792	0.00							
ctober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17552.50	5,015	3.50							_
tober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3612.00	3,010	1.20							_
tober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5504.86	1,591	3.46							_
ctober 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,216	2,812	78.81%							_
ctober 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	75	69.33%							_
ctober 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	474	77.85%							_
ctober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,216	2,223	99.69%							_
ctober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	52	100.00%							_
ctober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	370	99.73%							
october 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:15	3	1:25							_
October 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	565:30	351	1:37							
ctober 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	50	50	100.00%							
October 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	385	385	100.00%							
ctober 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,034	2,034	100.00%							
ctober 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
October 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	163	164	99.39%							
October 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	531	531	100.00%							
October 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
October 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	7	12	58.33%	49.30%	1	64	1.56%	12.40%	-14.551534	-9.8467
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%							
eptember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
September 2017	Billing	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	-3.1529
eptember 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
eptember 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	5,203,914	4,733,144	1.10							
September 2017	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 Gateway Availability - LSR	XMI	Diagnostic	N/A	29,340	29,340	100.00%							
September 2017 September 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	29,340 41.700	100.00%							_
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,700	41,700	100.00%							
September 2017 September 2017		GA-4		EASE		N/A	40,485 26,580	40,485 26.580	100.00%							_
	Electronic Gateway Availability	GA-4	System Availability - ASR		Diagnostic		26,580	26,580	100.00%							_
September 2017	Electronic Gateway Availability	40.1.1	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
September 2017	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	-1.841
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	0.0111
September 2017	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
September 2017	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	-1.7410
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	-1.5552
September 2017	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	-1.5848
September 2017	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	7 0:37	-2.645608	-2.6084
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	7 0:37	1.439531	-0.1248
September 2017	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	-0.3152
September 2017	Maintenance and Repair	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	7 35:15	-4.666881	-3.8372
September 2017	Maintenance and Repair	MR-6F	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	-1.2700
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	******		-			1.00.00
	Maintenance and Repair	MR-6F	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	7 9:39	-0.890511	-1 5413
September 2017		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	0.0.	0.00		
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	32.21	8	25.00%	43.30%	20130.47	15			-0.724023	
September 2017 September 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	8	20.00%	43.30%	3	15			-0.217854	
September 2017 September 2017	Maintenance and Repair Maintenance and Renair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1			N/A N/A	1	5 24	12.50%	40.00%	0	3	0.00%		-0.318639 -0.50143	
		MR-7D MR-7D		Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	3				0	3			-0.50143 -1.595448	
September 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity		0	28	0.00%	0.00%	3	14				
	Maintenance and Repair	WII C I D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	51	7.84%	26.88%	378				-0.891493	
September 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	3	13	23.08%	42.13%	-1.109765	-1.6746
September 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
September 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	3	13				-0.9636
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	114				0.627535	
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				-0.023826	-1.0144
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%		-0.757709	
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220	0.00%		27	2,457			-1.497851	
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		5.58%	-0.13113	-1.0797
September 2017	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	-1.4292
eptember 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	-1.9958
eptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		27	2,447	1.10%	10.45%	-0.446497	-1.2714
eptember 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	
eptember 2017	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%						-2.8860
eptember 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%						-2.9645
eptember 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	33,888	0.04%							
September 2017	Network Performance	NI-1D	Trunk Blockage to CTI -Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	13.087	0.03%							
eptember 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	9	13,007	100.00%	0.00%	709	715	99.16%	9.12%	-0.159002	-1.096
eptember 2017 eptember 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A N/A	3	3	100.00%	0.00%	709	/15	100.00%		-0.159002	-1.096
eptember 2017 eptember 2017		OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas		Panty Benchmark	N/A 90.00%	91	91	100.00%	0.00%	5	5	100.00%	0.00%		-
				Unbundled Loop - 2 Wire Non-Loaded						49.000						-
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	20	65.00%	47.70%						-
eptember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	29	30	96.67%							
eptember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19	19	100.00%							
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	5	5	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2017	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
September 2017	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	7	85.71%							
	Ordering and Provisioning		No dispatches	Residence	Parity	N/A	1	1	1.00		301	271	1.11	0.57	-0.192807	-1.11721
	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	225									
	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	146									
	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	138									
September 2017	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	15		5.00							
	Ordering and Provisioning		Interval Zone 2 Areas	LIS Trunk	Parity	N/A	8		8.00							
	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	15		0.00							
	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5		5.00							
	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	33		4.71							
	Ordering and Provisioning		New Service Installation Quality	LIS Trunk	Parity	N/A	4			0.00%	8	8	100.00%	0.00%		
	Ordering and Provisioning		New Service Installation Quality	Residence	Parity	N/A	3			0.00% 9.41%	1,809	2,012		30.12%	-0.579783	
	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	111			9.41%	3	3	100.00%	0.00%	-1.941696	-2.18046
September 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity		24				1.515	1	100.00%		-0.535328	-1.325456
	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	35		0.110070	22.61%	1,515	1,643	92.21%	26.80%	-0.535328	-1.325456
	Ordering and Provisioning Pre-Ordering		Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	REQUEST	Benchmark Diagnostic	95.00% N/A	3,472 6435.00									
September 2017 September 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE		N/A	15360.00									_
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic Diagnostic	N/A	21795.00									
			Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST												
	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3963.33	4,893								
	Pre-Ordering				Diagnostic	N/A	4484.27									
September 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	696.00	1,740								-
September 2017 September 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE TOTAL	Diagnostic	N/A N/A	1254.24 1950.24	1,206								-
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A N/A	1950.24 3118.08									-
	Pre-Ordering Pre-Ordering			RESPONSE	Diagnostic	N/A N/A	3118.08 7980.00	3,712								-
September 2017 September 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic Diagnostic	N/A N/A	7980.00 11098.08									-
	Pre-Ordering Pre-Ordering			TOTAL REQUEST		N/A N/A	11098.08 7699.23									-
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A N/A	7699.23 6555.13									-
September 2017 September 2017	Pre-Ordering Pre-Ordering			TOTAL	Diagnostic	N/A	14254.36									_
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic Diagnostic	N/A	14254.36 2374.02									
	Pre-Ordering Pre-Ordering			RESPONSE		N/A	2374.02	.,,								
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3023.82									
September 2017 September 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic Diagnostic	N/A	3023.82	.,,								
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE		N/A	7859.30									
	Pre-Ordering Pre-Ordering			TOTAL	Diagnostic Diagnostic	N/A	11544.19	,								
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT		N/A	11544.19									
September 2017 September 2017	Pre-Ordering Pre-Ordering			REQUEST	Diagnostic	N/A N/A	252.31 860.20									_
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1176.00									_
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic Diagnostic	N/A	2288.51									_
	Pre-Ordering Pre-Ordering			REQUEST		N/A	2288.51									_
September 2017 September 2017			Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51555.12									_
	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51555.12									_
			Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic Diagnostic	N/A	8243.91	4.821								_
	Pre-Ordering					N/A	8243.91 8047.38									_
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A	67019.40	.,								
	Pre-Ordering		Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	26446 14									
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	26446.14 47981.96	0,0.0								
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Loop Quai Tools XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	47981.96 3997.40									
September 2017 September 2017			Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Service Avail XML)		-	N/A	17581.59									
	Pre-Ordering			XML Request/Response	Diagnostic	N/A										
September 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation XML) Pre-Order Response Times(Connecting Fac Assan XML)	XML Request/Response	Diagnostic	N/A	3615.60 5501.40									
September 2017				XML Request/Response	Diagnostic											
	Pre-Ordering		All Electronic LSRs All Electronic LSRs		Diagnostic	N/A	2,175									
	Pre-Ordering			Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26									
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Electronic LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic Diagnostic	N/A N/A	356 2.175									
																_
	Pre-Ordering Pre-Ordering		All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	26 356									
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-2B PO-3C	All Flow-through Eligible LSRs LSRs received via facsimile	Unbundled Loop Aggregate	Diagnostic	N/A N/A	356 101:18		99.44%							
	Pre-Ordering Pre-Ordering		LSRs received via facsimile Flectronic LSRs Rejected Manually	Product Aggregate Product Aggregate	Diagnostic Diagnostic	N/A N/A	101:18 765:18									-
	Pre-Ordering Pre-Ordering		,		Benchmark	95.00%	765:18									
	Pre-Ordering Pre-Ordering		FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	95.00%	25 351									_
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELS	Benchmark	95.00%	1.973									
September 2017 September 2017	Pre-Ordering Pre-Ordering		FOCs on Time for Flectronic/Manual LSRs	Resale Aggregate	Benchmark	95.00%	1,9/3	1,9/5	99.90%							
p		(-)				0.010070	9	400								
September 2017 September 2017	Pre-Ordering Pre-Ordering		FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark Benchmark	90.00%	129 521									-
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5C-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark Benchmark	90.00%	521	522	99.81%							
	Pre-Ordering Pre-Ordering		FOCs on Time for manual LSRs via Facsimile FOCs provided for ASRs requesting LIS Trunks.	LNP LIS Trunk	Benchmark	90.00%	1	1	100.00%							
September 2017 September 2017	Pre-Ordering Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity	85.00% N/A	10	16		48.41%		72	4.17%	19.98%	-10.56207	-7.421282
				Unbundled Loops and Number Portability All		N/A N/A	1740			48.41%	3	72	4.1/%	19.98%	-10.56207	-7.421282
August 2017	Billing		Invoices Delivered within 10 Days		Parity by Design	N/A N/A	1,740	1,742								-
August 2017	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A N/A	1,108,807 5,696									-
August 2017	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A N/A	-,			5.34%	86.255	86.726	99.46%	7.35%	-1.816588	0.404
	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A N/A	2,785 5,696				86,255	86,726	99.46%	1.35%	-1.816588	-2.10440
	Billing Database Undates		Reciprocal Compensation (MOU): All	Reciprocal Compensation LIDB	Diagnostic	N/A N/A	5,696 4,803,802									
	Database Updates		All		Diagnostic	N/A	4,803,802 5383.47	4,428,264								
August 2017	Database Updates		7 11	Directory Listing	Diagnostic	1471										-
August 2017	Electronic Gateway Availability Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI SIA	Diagnostic	N/A N/A	30,600									_
		GA-1	Gateway Availability - LSR	OU.	Diagnostic			00,000								
August 2017			0-1													
	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - Repair	XML	Diagnostic Diagnostic	N/A N/A	30,600 43,200									

Month	PID Category	PID	PID Title	Product Category	Standard						CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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	(D							
August 2017	Electronic Gateway Availability	GA-7 MR-5A	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0		9 88.89%	31.43%	14	15				
August 2017	Maintenance and Repair Maintenance and Repair	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 LIS Trunk	Parity	N/A N/A	8		9 88.89%		14	15	93.33%	24.94%	-0.304339	-1.18502
August 2017 August 2017	Maintenance and Repair	MR-5A	All Troubles Cleared W/I 4 Hours-Zone 1 All Troubles Cleared W/I 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Diagnostic	N/A	0		5 80.00%	0.00%						
August 2017 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								
August 2017 August 2017	Maintenance and Repair	MR-5A	All Troubles Cleared W/i 4 Hours-Zone 1 All Troubles Cleared W/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29			43.67%	10	11	90.91%	28.75%	0.731997	-0.55497
August 2017 August 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			12		0.010170	34.99%	0.38532	
August 2017 August 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A			1 0.00%		0			0.00%	0.30332	-0.70374
August 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%	0.0070			0.0070	0.0070		
August 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A			9 55.56%	49.69%	12	15	80.00%	40.00%	0.814728	-0.5046
August 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4		7 57.14%		307	573		49.87%	-0.187992	
August 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2				1.524	3.489		49.60%	-1.605386	
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		32:58	-0.482372	
August 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	22:24		1 22:24		24392:25	741		30:37	-0.343334	
August 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	2:07	1:14	1.607248	-0.02286
August 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						
August 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	0:00		
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112:45				7:02	1	7:02	0:00		
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	139:22	38	9 3:34	3:06	19:02	10	1:54	1:19	1.750686	0.06434
August 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	2,670	38:31	33:35	-7.023905	
August 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	10:34	-0.235879	-1.14340-
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	78:09		1 78:09		792:49	1	792:49	0:00		
August 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							
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	37:13		9 4:08		55:02	10	5:30	9:58	-0.298867	-1.18169
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	36:21		4 9:05	9:59	26376:01	789	33:26	33:39	-1.442882	-1.8772
August 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0		1 0.00%		265	2,419		31.23%	-0.350679	
August 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	3	0.00%	0.00%		
August 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0		1 0.00%		105	746		34.78%	-0.404459	-1.24589
August 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%	0	2	0.00%	0.00%		
August 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	9	9 0.00%	0.00%	4	19	21.05%	40.77%	-1.276155	-1.77584
August 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0		1 0.00%	0.00%						
August 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%	0.00%		
August 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	26	6 7.69%	26.65%	0	1	0.00%	0.00%	-1.446104	-1.87916
August 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	38	9 10.26%	30.34%	4	19	21.05%	40.77%	-0.946553	-1.57546
August 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	-2.077812
August 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		24.94%	-0.355036	-1.215846
August 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%		
August 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%						
August 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	-1.385363
August 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4			127	929	13.67%	34.35%	-0.794167	-1.482819
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,178			29	2,185		11.44%	-0.951146	-1.578256
August 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,568		0.54%	1	56,365		0.42%	0.461138	
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2			19.41%	3,424	301,392		10.60%	1.203244	
August 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2			9.47%	34	2,489	1.37%	11.61%	-0.565869	-1.344024
August 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,803	3 0.28%	5.26%	1	975	0.10%	3.20%	1.373346	-0.165065
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	27	13,357	7 0.20%	4.49%	1	975	0.10%	3.20%	0.937752	-0.429887
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48	4,243	3 1.13%	10.58%	26	2,226	1.17%	10.74%	-0.130659	-1.079435
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	B 0.00%		34	2,480	1.37%	11.63%	-0.498399	-1.303005
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	64	21,805	5 0.29%	5.41%	4,157	450,840	0.92%	9.56%	-9.483998	-6.765862
August 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	-1.21545
August 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1		1 100.00%		679	746		28.59%	-0.313915	
August 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	33,888	B 0.03%	0.23%						-2.916969
August 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6									-2.856407
August 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	9	33,888	B 0.03%							
August 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	6									
August 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	34		1 34.00							
August 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							
August 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		
August 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%							
August 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	3 100.00%	0.00%	7	7	100.00%	0.00%		
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	53									
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	19	24	4 79.17%	40.61%	2	3	66.67%	47.14%	-0.433013	-1.26325
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45					-				
August 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%		
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0		2 0.00%							
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5		5 100.00%	0.00%						
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7									
August 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3		1 3.00							
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	85	3'								
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	97	17								
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	259									
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				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		0.00%	6	7	85.71%	34.99%	-1.01835	
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	-			2	4		43.30%	-0.933154	

Month	PID Category	PID	PID Title	Product Category	Standard									CTL-Q Standard Deviation		
ugust 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	-2.1761
ugust 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,931	5,944	99.78%							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6681.68	19,652	0.34							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16737.50	12,875	1.30							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23419.18	19,652	1.19							_
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4329.60	4,920	0.88							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4853.48	4,920	0.99							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	725.70	1,770	0.41							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.80	1,220	1.09							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2055.50	1,770	1.16							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3024.00	3,600	0.84							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7991.55	3,717	2.15							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11015.55	3,600	3.06							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7900.00	7,900	1.00							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6840.00	5,700	1.20							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14740.00	7,900	1.87							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2343.50	1,090	2.15							_
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	660.00	1,200	0.55							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3003.50	1,090	2.76							_
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3380.00	6,500	0.52							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.00	13,200	0.60							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11300.00	6,500	1.74							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	274.50	1,098	0.25							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	855.00	1,900	0.45							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1261.00	970	1.30							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2390.50	1,900	1.26							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2590.00	3,700	0.70							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51415.95	2,699	19.05							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54005.95	3,700	14.60							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8160.00	4,800	1.70							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8214.31	4,589	1.79							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67824.35	6,985	9.71							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	27392.00	6,400	4.28							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47913.06	3,477	13.78							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3956.40	785	5.04							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17500.00	5,000	3.50							
August 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							
August 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							
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,195	2,767	79.33%							
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	50	40.00%							
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	393	80.66%							
August 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%							
August 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)	EOCs 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%							
August 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	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 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%							_
August 2017 August 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	516	516	100.00%							
August 2017 August 2017	Pre-Ordering	PO-5B-(c)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.00%							_
August 2017 August 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	30	22	13.64%	34.32%	2	77	3.90%	19.35%	-2.082207	-2.2658
August 2017 July 2017	Pre-Ordering Billing	PU-9B BI-2	Invoices Delivered within 10 Days	Onbundled Loops and Number Portability ΔII		N/A	1 949	1 952	99.85%	34.32%	3	- 11	3.90%	19.35%	-2.082207	-2.2658
,	Billing	BI-3A		7 111	Parity by Design	N/A	1,949	1,952	100.00%							_
July 2017	9		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic											_
July 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%				00.77	40.000	0.45	0.555
July 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	-2.927
July 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%							_
July 2017	Database Updates	DB-1B		LIDB	Diagnostic	N/A	4,045,810	3,766,648	1.07							_
July 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4837.32	29,943	0.16							
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
July 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
July 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
July 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
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				1.736055	
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	-1.640
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%						
luly 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%							
luly 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		10.0070	-0.430331	
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		49.24%	1.530916	
July 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	4	25.00%	43.30%	1,168	3,486			-0.226786	
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			-0.788876	-1.479
July 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	185:37	3	61:52	11:37	27789:35	651		0	1.049387	0.000
July 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:57		1:28	0:30	16:31	6	2:45	1:23	-1.126884	-1.685

July 2017	PID Category Maintenance and Repair	PID MR-6D	PID Title Mean Time to Restore Interval Zone 1	Product Category UNBUNDLED LOOP - ADSL COMPATIBLE	Standard	N/A	42-03	LEC Denominator	8:25	7:36	CTL-Q Numerator CTL	-Q Denominator	2:10	L-Q Standard Deviation	Modified 2 Score	Parity Score
uly 2017 ulv 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	105:00	20	5:15	9:52	2:10	1	2:10	0:00		
ily 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	124:15	35	3:33	2:15	32:25	11	2:57	1:20	1.226528	-0.25432
ıly 2017 ıly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	422:27	49	8:37	6:15	129743:19	2.772	46:48	38:56	-6.804803	-5.13702
ıly 2017 ıly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:08	49	5:51	5:41	44:47	2,112	5:36	3:57	0.347787	-0.7885
ıly 2017 ılv 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	44.47	0	5.30	3.37	0.347767	-0.7003
ıly 2017 ıly 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						
lly 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	3:57	-1.002525	-1.60949
ıly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:34	2	9:51	0:03	29003:48	685	42:20	63:41	-0.881673	-1.53601
uly 2017 uly 2017	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	29.34	3	0.00%	0.00%	29003.46	2	0.00%	0.00%	-0.001073	-1.536011
		MR-7A MR-7B	The state of the s	SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING			0	1			0	2			0.0500.47	4 45 400
luly 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA		Parity	N/A	1	3	33.33%	47.14%	0	2	0.00%	0.00%	-0.253347	-1.15402
July 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	15	0.00%	0.00%		
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%	0.00%		
July 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	-2.0143
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	-0.73913
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	-0.88919
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	-1.09810
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%						
luly 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	-1.64084
July 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	12.28%	32.82%	-0.6467	-1.393166
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	1,202	0.67%	8.13%	20	2,214	0.90%	9.46%	-0.701473	-1.426465
July 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,496	0.00%	0.38%	0	56,245	0.00%			
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%		3,312	304,716	1.09%	10.37%	-0.755849	-1.459524
July 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%	9.91%	0.844334	-0.486682
July 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,839	0.27%	5.21%	1	973	0.10%	3.20%	1.331354	-0.190594
July 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	0.10%	3.20%	0.491018	-0.701482
July 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%	10.48%	-0.395355	-1.240359
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		25	2,513	0.99%	9.92%	-0.446517	-1.271463
July 2017 July 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	-7 028489
July 2017 July 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	52	33,720	0.24%	0.13%	3,300	454,047	0.07 /0	0.3076	0.010003	-2.954157
July 2017 July 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13.087	0.02%	0.03%						-2.992518
July 2017 July 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%	0.03%						-2.992510
	Network Performance	NI-1C NI-1D				N/A	5		0.02%							
July 2017			Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic		0	13,087								
July 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	11	1	11.00							
July 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	0.00		
July 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1	1	1.00	0.00	41,447	317	130.75	199.87	-0.648144	-1.394044
July 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
July 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	140	317	44.16%	49.66%	-0.88796	-1.539841
July 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	765	771	99.22%	8.79%	-0.088504	-1.053807
July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	0	1	0.00%							
July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	116	123	94.31%							
July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	20	25	80.00%	40.00%						
July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	31	36	86.11%							
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	12	66.67%							
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
July 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	361	292	1.24	0.58	-0.405063	-1.246261
July 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	12	1	12.00							
July 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	364	86	4.23							
July 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	114	25	4.56							
July 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	39	4.85							
July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
July 2017 July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	37		4.63							
July 2017 July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	0	5.00							
		OP-4E	New Service Installation Quality	LIS Trunk		b.00	2	1 2	100.00%	0.00%	2		100.00%	0.00%		
July 2017 July 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Residence	Parity	N/A	4	2	100.00%	0.00%	1,966	2,174	90.43%	29.41%	-0.325192	-1.197703
		OP-5A	New Service Installation Quality New Service Installation Quality		Parity	N/A	1 137	1 143	95.80%	20.05%	1,966	2,174	90.43%	29.41%	-0.325192 -1.396235	-1.197703 -1.848851
July 2017	Ordering and Provisioning	01 0/1		Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	137				2	2		0.0070		
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A N/A		25	96.00%	19.60%	1	1	100.00%	0.00%	-1.768825	-2.075369
July 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop Analog	Parity		38	40	95.00%	21.79%	1,656	1,775	93.30%	25.01%	-0.426199	-1.259111
July 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,422	3,427	99.85%							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6375.27	19,319	0.33							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15832.56	12,872	1.23							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22207.83	19,319	1.15							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3289.26	4,217	0.78							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3776.11	4,217	0.90							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.60	1,760	0.41							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1310.04	1,213	1.08							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2031.64	1,760	1.15							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3219.57	3,879	0.83							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7982.95	3,713	2.15							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11202.52	3,879	2.89							
July 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 July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	690.78	1,077	0.58							
July 2017 July 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL		N/A	2963.25	1,191	2.75							
July 2017 July 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic Diagnostic	N/A	2963.25 3343.08	1,077	0.52							
July 2017 July 2017			,				00.000	0,100	0.00							
	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL												
	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic Diagnostic	N/A N/A	7778.56 11121.64	13,184 6.429	0.59 1.73							_

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark N/A				LEC Standard Deviation	C1L-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	MODELLI	Diagnostic	1471	228.90	1,090	0.21							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	791.20	1,978	0.40							
ly 2017	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	1248.00	960	1.30							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2268.10	1,978	1.15							_
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2236.00	3,440	0.65							_
ıly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	50227.52	2,638	19.04							
ıly 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							
luly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47393.89	3,467	13.67							
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							
uly 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							
uly 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,121	2,635	80.49%							
uly 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	81.67%							
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	100.00%							
uly 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	367	98.37%							
uly 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3:29	1	3:29							
uly 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:55	307	1:30							
uly 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%							
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	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,931	1,965	98.27%							
uly 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16	16	100.00%							
luly 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	116	120	96.67%							
luly 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	449	449	100.00%							
luly 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
luly 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13	100.00%							
luly 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	22	22.73%	41.91%	4	80	5.00%	% 21.79%	-3.378714	-3.0541
une 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,356	1,357	99.93%							
une 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,154,302	1,157,225	99.75%							
une 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	8,848	8,848	100.00%							
une 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,702	2,706	99.85%	3.84%	63,779	64,566	98.78%	% 10.97%	-4.974524	-4.0242
lune 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	8,848	8,848	100.00%							
June 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							
June 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,753,640	3,491,456	1.08							
June 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5321.72	30,635	0.17							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41.760	100.00%							
June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40.740	40,740	100.00%							
lune 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	FASE	Diagnostic	N/A	26.880	26.880	100.00%							
June 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
June 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 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%	5	0	55.56%	% 49.69%	-1.423025	-1.8651
lune 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	I IS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%		-1.420020	-1.0031
June 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	5	40.00%	0.0078	0		0.007	3 0.0078		
lune 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded		N/A	12	18	66.67%							
une 2017 une 2017		MR-5A		Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic	N/A	21	18	55.26%	49.72%			50.00%	% 50.00%	-0.270604	-1.1645
une 2017 une 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2		Parity	N/A	21	38	66.67%	49.72%	4	10				
	Maintenance and Repair	MR-5B		Enhanced Extended Loops - DS1 Capable	Parity		2	3		47.14%	ь	10	60.00%	6 48.99%	-0.206725	-1.125
une 2017	Maintenance and Repair	MR-5B MR-5X	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%	47 4 / * *			67.000	40.11		0.05
une 2017	Maintenance and Repair	IVII C OZC	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	9	33.33%	47.14%	393					
une 2017	Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	25:07	9	2:47	1:52	46:13	9	5:08			-1.8574
une 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1	LIS Trunk	Parity		283:30	2	141:45	102:37	195:23	1	195:23	3 0:00		
une 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						
une 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	3:40	3:02						
une 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	380:45	38	10:01	33:35	40:04	7	5:43			
lune 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	469:04	64	7:20	7:24	114810:14	3,205				
lune 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	3:3	1 2:14	0.809896	-0.5076
une 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:32	1	2:32	0:00						
une 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:46	3	9:55	7:56	27243:33					
une 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	9	0.00%	0.00%	1	10			-0.725476	-1.4410
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	% 0.00%		
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%	40.00%						
une 2017		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	18	5.56%	22.91%						
une 2017 une 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	38	10.53%	30.69%	1	10		% 30.00%	-0.595437	-1.3
une 2017 une 2017	Maintenance and Repair Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	65	9.23%	28.95%	417				-0.642908	
une 2017 une 2017 une 2017 une 2017	Maintenance and Repair Maintenance and Repair	MR-7D			Parity	N/A	1	3	33.33%	47.14%	2	10	20.00%	% 40.00%	-0.202967	-1.1233
une 2017 une 2017 une 2017 une 2017	Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	ranty				0.00%							
une 2017 une 2017 une 2017 une 2017 une 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7E MR-7E		Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
une 2017 une 2017 une 2017 une 2017 une 2017 une 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 2			N/A N/A	0	1 3	0.00%	0.00%	126	905	13.92%	% 34.62%	-0.695438	-1.422
une 2017 une 2017 une 2017 une 2017 une 2017 une 2017 une 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity		0 0 12	1 3 708	0.0010	0.0070	126 19				-0.695438 1.429924	
une 2017 une 2017 une 2017 une 2017 une 2017 une 2017 une 2017 une 2017	Maintenance and Repair	MR-7D MR-7E MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Parity Parity	N/A	0	708 70,192	0.00%	0.00%			1.05%	6 10.19%		-0.130
une 2017	Maintenance and Repair	MR-7D MR-7E MR-7E MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity	N/A N/A	0 12		0.00%	0.00% 12.91%		1,811 55,873	1.05%	% 10.19% % 0.42%	1.429924	-0.1306 -0.7314
une 2017 une 2017 une 2017 une 2017 une 2017 une 2017 une 2017 une 2017 une 2017	Maintenance and Repair	MR-7D MR-7E MR-7E MR-7E MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity	N/A N/A N/A	0 12 2	70,192	0.00% 1.69% 0.00%	0.00% 12.91%	19 1	1,811 55,873 308,191	1.05% 0.00% 1.17%	% 10.19% % 0.42% % 10.75%	1.429924 0.441749	-0.130
une 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7E MR-7E MR-7E MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence	Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A	0 12 2	70,192 53	0.00% 1.69% 0.00% 0.00%	0.00% 12.91%	19 1 3,603	1,811 55,873 308,191	1.05% 0.00% 1.17% 0.79%	% 10.19% % 0.42% % 10.75% % 8.84%	1.429924 0.441749 -0.791729	-0.130 -0.731 -1.481
une 2017	Maintenance and Repair	MR-7D MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate Trouble Rate Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A	0 12 2 0	70,192 53 220	0.00% 1.69% 0.00% 0.00% 0.00%	0.00% 12.91% 0.53%	19 1 3,603	1,811 55,873 308,191 2,538	1.05% 0.00% 1.17% 0.79% 0.00%	% 10.19% % 0.42% % 10.75% % 8.84%	1.429924 0.441749 -0.791729	-0.130 -0.731 -1.481

Month	PID Category	PID	PID Title	Product Category						CLEC Standard Deviation		CTL-Q Denominator				
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		20	2,529	0.79%	8.86%	-0.397712	
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	67	22,268	0.30%	5.48%	4,430	459,851	0.96%	9.77%	-9.884404	
June 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	33,504	0.00%	0.08%						-2.9939
June 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%	0.02%						-2.99284
June 2017 June 2017	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	5	33,744 13,087	0.01%							_
June 2017 June 2017	Network Performance	NI-1D ΩP-15Δ		Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/Δ	134	13,087	14.89	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 Parity	N/A	134	2	2.00	0.33	330	2	165.00	233.35	-0.698536	-1.4246
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2.350	12	195.83	63.45	39.934	278		200.85	-0.698536	
June 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed Fast Due Date Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2,330	9	100.00%	0.00%	39,934	2/0	143.03	200.05	0.008000	-0.459523
June 2017 June 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	9	9	0.00%	0.00%	- 1	2	50.00%	50.00%	-1	-1.60795
June 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	132	278		49.94%	-3.224962	
June 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	12	100.00%	0.0076	102	210	47.4076	40.0470	-0.224902	-2.80000
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%			100.00%							
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	126	153	82.35%							
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	26	27	96.30%	18.89%						
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	27	28	96.43%							
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	18	18	100.00%							
June 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
June 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	20	4	5.00							
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	1	5.00	0.00	10	1	10.00	0.00		
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	277	88	3.15							
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	135	22	6.14							
June 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	131	28	4.68							
June 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	24	5	4.80							
June 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	58	16	3.63							
June 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25	5	5.00							
June 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%		
June 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	-1.37229
June 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%	6	6	100.00%	0.00%	-1.13016	
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	31	33	93.94%	23.86%	2	3	66.67%	47.14%	-0.959403	-1.58327
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	30	33	90.91%	28.75%	1,820	1,939	93.86%	24.00%	0.426702	-0.74058
June 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,799	7,806	99.91%							
June 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6582.18	19,946	0.33							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	14546.62	12,022	1.21							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21128.80	19,946	1.06							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3752.58	4,811	0.78							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4228.64	4,811	0.88							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	712.58	1,738	0.41							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1269.88	1,198	1.06							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1982.46	1,738	1.14							
June 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2904.72	3,458	0.84							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7952.24	3,716	2.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10856.96	3,458	3.14							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7985.52	7,394	1.08							_
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890	1.15							_
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14759.02	7,394	2.00							_
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2315.31	1,087	2.13							_
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							_
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2962.23	1,087	2.73							_
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3690.40 7858.42	6,590	0.56							-
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A		13,549	0.58							-
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A N/A	11548.82 252.08	6,590 1,096	1.75 0.23							-
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A N/A	252.08 817.95	1,096	0.23							-
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A N/A	817.95 1240.20	1,995	1.30							-
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic Diagnostic	N/A N/A	1240.20	954	1.30							_
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2310.23	1,995	0.72							-
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40	3,685	19.13							-
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55834.60	2,780	19.13							
June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation XMI.)	XMI Request/Response	Diagnostic	N/A	55834.60 8374.95	3,685	15.15							
June 2017 June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7921.67	4,527	1.73							
June 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Appl. Scriedalei XML)	XML Request/Response	Diagnostic	N/A	68773.50	6,975	9.86							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26409.24	6,318	4.18							
June 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Loop Qual Tools XML)	XMI Request/Response	Diagnostic	N/A	46883.44	3,478	13.48							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Beet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3914.21	769	5.09							
June 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							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Cut Nee Vital XIII.)	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	All Electronic LSRs	LNP	Diagnostic	N/A	2,137	2,625	81.41%							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,137	49	40.82%							
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	426	501	85.03%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,137	2,146	99.58%							
June 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,137	2,140	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	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	99:28	6	16:35							
June 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	302:01	287	1:03							
		PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	19	19	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard					.EC Standard Deviation C	JIL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scr
ne 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	413	413	100.00%							_
ne 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	1,943	1,943	100.00%							_
e 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							_
e 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	154	160	96.25%							
ie 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	457	457	100.00%							_
ie 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							
e 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
ne 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	13	43	30.23%	45.93%	1	69	1.45%	11.95%	-12.39609	-8.53
y 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,714	1,718	99.77%							
y 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,160,944	1,165,345	99.62%							
y 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							_
y 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,014	3,014	100.00%	0.00%	50,010	50,546	98.94%	10.24%	-5.521394	-4.35
y 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							
/ 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
/ 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,428,448	4,099,559	1.08							
/ 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5286.08	30,166	0.18							
/ 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
/ 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
/ 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27.960	27,960	100.00%							
2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								_
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	7	57.14%	49.49%		11	45.45%	49.79%	-0.485504	-1.2
2017	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%	3		-10.4076	40.7070	0.40004	11.0
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	1 2	100.00%	0.00%						-
	Maintenance and Repair Maintenance and Repair	MR-5A				N/A	2		30.00%							-
/ 2017 / 2017		MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic		3	10		10.1107	_		00.00-	40.077	0.0045==	i -1.1
	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	32	59.38%	49.11%	9	15	60.00%	48.99%	-0.284255	
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	-0.2
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%						
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	-1.2
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	
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	-1.5
2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	142:25	1	142:25	0:00	26262:54	683	38:27	40:49	2.365618	0.4
2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	21:04	1	21:04	0:00	31342:07	820	38:13	42:18	-0.405328	-1.3
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	-1.4
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						
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		
y 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		
/ 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	-1.6
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
v 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	
/ 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	70.04	10	4.00	0.02	0.000100	- 0.0
2017	Maintenance and Renair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:38	2	4:05	4:19	73:34	16	4:36	5:02	-0.222394	-1:
/ 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DST Capable Unbundled Loop Analog		N/A	70:28	10	7:03	5:42	32532:03	869	37:26	41:59	-2.275743	
/ 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA		Parity	N/A	70:28	10	0.00%	0.00%	32532:03	704	11.36%	31 74%	-2.275743 -0.357803	
	Trian transcent and a trap and		proopenopenop	Residence	Parity		0	1	0.0070	0.0070	80				0.00.00	
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	
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	-1.1
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
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%		
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%		
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	
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	
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.
2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
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	-0.9
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	-1.1
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	
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%			
2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	53	1.89%	13.61%	3,933	311,518	1.26%	11.17%	0.024854	l -0
2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	223	0.45%	6.68%	35	2.596	1.35%	11.53%	-1.118067	
2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1.952	0.10%	3.20%	1	996	0.10%	3.17%	0.016683	
2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10	13.896	0.10%	2.68%	1	996	0.10%	3.17%	-0.273749	
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	
2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity	N/A	39	4,459	0.87%	9.3176	35	2,261	1.46%	11.99%	-1.889073	
2017		MR-8	Trouble Rate			N/A N/A	68			5.48%						
	Maintenance and Repair			Unbundled Loop Analog	Parity			22,538	0.30%		4,778	464,296	1.03%	10.09%	-10.566765	
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	
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.
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.
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%							
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%							
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						
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.
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%						
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	3 -2.
2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%	2.2270	140	201		.5.50%	1.2.3020	-
2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	90.00% N/A	Z	4	100.00%	0.00%	4	4	100.00%	0.00%		_
	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas		Benchmark	90.00%	64	4	86.49%	0.00%	1	1	100.00%	0.00%		-
. 2017	Ordering and Provisioning			Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		90.00% N/A	26	74		18 89%	2		100.00%	0.00%	-1 48354	
2017	Outstandard Dr. 111 1								96.30%							-13
2017 2017 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Benchmark	90.00%	24	25	96.00%	10.0070		-	100.0076	0.00%	1.40004	

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	10			1	1	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	9	9	100.00%							
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	266	78								
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	87	19								
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	41	4.61							
May 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	4	3.00							
May 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	5								
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	14	14	100.0070		2	2	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	117	117	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	28	100.00%	0.00%	7	7	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	44	46	95.65%	20.39%	1,829	1,950	93.79%	24.12%	-0.5161	-1.313766
May 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,331	7,338	99.90%							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6919.85	19,771	0.35							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15725.16	12,996	1.21							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22645.01	19,771	1.15							
May 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.76	4,126	0.76							
May 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3596.20	4.126	0.87							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	755.94	1,758								
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.75	1,195	1.05							
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL		N/A	2010.69	1,758								
				REQUEST	Diagnostic			1,758								
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic	N/A	3239.04		0.84							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7994.79	3,789	2.11							
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11233.83	3,856	2.91							
May 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8333.16	7,788	1.07							
May 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7,788	1.90							
May 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2196.03	1,031	2.13							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	667.52	1,192	0.56							
May 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2863.55	1,031	2.78							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3654.56	6,526	0.56							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7429.38	13.034	0.57							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11083.94	6.526	1.70							
May 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	272.75	1.091	0.25							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.58	1,938								
May 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1245.87	981	1.27							
		PO-1-IMA GUI		TOTAL		N/A	10.000									
May 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)		Diagnostic		2313.20	1,938								
May 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539	0.72							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55212.72	3,539	15.60							
May 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							
May 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							
May 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							
May 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							
May 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								
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%							
						N/A	2,076									
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic			36	97.22%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	369								
May 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:51	1	4:51							
May 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%	8	8	100.00%							
May 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	153	154	99.35%							
May 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	453	453	100.00%							
May 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
May 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13	100.00%							
May 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	15	20.00%	40.00%	5	69	7.25%	25.93%	-1.726785	-2.049811
April 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.481	1.485	99.73%		-					1.00
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 April 2017	Billing	BI-3B BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,559	2,559	99.93%	2.57%	52.901	53.379	99.10%	9.42%	-4.713916	-3.865857
April 2017 April 2017		BI-4A BI-4B		Reciprocal Compensation		N/A	2 559	3,029	100.00%		52,901	53,379	99.10%	9.42%	-4.713916	-3.003857
	Billing Database Undates	DB-1B	Reciprocal Compensation (MOU):	LIDB	Diagnostic	N/A N/A	3,035,607	2,559	100.00%							
April 2017	Database Updates		All		Diagnostic											-
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								
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%							
	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A			100.00%							
April 2017																

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		C Standard Deviation C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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%							
pril 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%							
pril 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%	5	15	33.33%	47.14%	-2.148345	-2.30610
ril 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%	9	10	90.00%	30.00%	1.690622	0.02782
ril 2017	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%	2	2	100.00%	0.00%		
oril 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	9	10	90.00%	30.00%	0.931397	-0.43375
pril 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	-2.85369
pril 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	20	2.1	100.00%	0.00%	2,338	4,309	54.26%	49.82%	-1.298181	-1.78923
April 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING		N/A	26:23	2	13:11	10:36	34254:09	729	46:59		-0.343102	-1.20859
			The second secon		Parity			2								
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	1:53	-3.448804	-3.09672
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	5:20	1:45	-0.281926	-1.17139
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	32:37	53:13	-3.774848	-3.29494
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	3:49	0.658838	-0.59945
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	1:22	-0.709523	-1.43135
April 2017	Maintenance and Repair	MR-6F	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		-0.147714	-1.08980
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			-0.766721	-1.46613
April 2017		MR-7B		SUB-LOOP UNBUNDLING		N/A	10.13		100.00%	0.00%	04009.13	1 1		0.00%	0.430727	-0.73813
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Disp out MSA		Parity		2	2		0.00.00	U		0.0010	0.0070		
April 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	9	11.11%	31.43%	4	15	26.67%	44.22%	-0.83428	-1.50720
April 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%						
April 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%						
April 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%	44.22%	-1.545847	-1.93980
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	3,845		32.58%	0.147764	-0.91016
April 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%	9	10	30.00%	45.83%	-0.845154	-1.51381
April 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	4	0.00%	0.00%	0			0.00%	0.040104	1.0100
							0	1			0				4 4005	4.075-
April 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	3	10		45.83%	-1.106567	-1.67274
April 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	102	826		02.0070	-0.916083	-1.55693
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,315	0.84%	9.11%	23	2,311	1.00%	9.93%	-0.462955	-1.28145
April 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	70,432	0.00%	0.38%	4	56,425	0.01%	0.84%	-1.191819	-1.72457
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	55	0.00%		3,821	314,401	1.22%	10.96%	-0.822517	-1.50005
April 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	222	0.90%	9 45%	25	2.636	0.95%		-0.070135	-1.04263
April 2017		MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A		2,003	0.20%	4.46%		912			-0.070133	-1.04200
	Maintenance and Repair	MR-8			Parity		4				0					
April 2017	Maintenance and Repair	WII C O	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	34	14,115	0.24%	4.90%	0	912	0.00%			
April 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	28	4,514	0.62%	7.85%	25	2,361	1.06%		-1.687065	-2.02566
April 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	-1.26544
April 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	-7.37187
April 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%						-2.96221
April 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	- 1	12.967	0.01%	0.05%						-2.97662
										0.0076						-2.37002
April 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	33,960	0.03%							
April 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	13,087	0.03%							
April 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,892	22	86.00	86.93	36,629	302	121.29	184.78	-0.864812	-1.52576
April 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	22	0.00%	0.00%	155	302	51.32%	49.98%	-4.649963	-3.82697
April 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
April 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	83	96	86.46%							
April 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	12	12	100.00%	0.00%	- 1	1	100.00%	0.00%		
April 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	13	16	81.25%	0.0070			100.0070	0.00%		
		OP-3E					13		0.1180.10							
April 2017	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							
April 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
April 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10	100.00%							
April 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	1	1	100.00%	0.00%	0	
April 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
April 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	397	105	3.78							
April 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	55	12	4.58							
		OP-4D		1												
April 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	132	26	5.08							
April 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	13	3	4.33							
April 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	6	2.00							
April 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	17	3	5.67							
April 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	13	3	4.33							
April 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%		
April 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	137	145	94.48%	22.83%	R	R	100.00%	0.00%	-0.574733	-1.34941
April 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	15	16	93.75%	24.21%	4	2		50.00%	-1 166667	-1.70928
		OP-5A				N/A	15				1.695	_				
April 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop Analog	Parity		30	33	90.91%	28.75%	1,695	1,814	93.44%	24.76%	0.322033	-0.80421
April 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,952	4,964	99.76%							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6935.60	19,816	0.35							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15437.18	12,758	1.21							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22372.78	19,816	1.13							
pril 2017		PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.96	4,182	0.78							
	Pre-Ordering			TOTAL	Diagnostic	N/A	3800.82	4,182	0.91							
pril 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic	N/A	762.82	1,774	0.43							
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	PEOLIEST		IWA										
April 2017 April 2017 April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST		21/0		1.134	1.07							
April 2017 April 2017 April 2017 April 2017	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1213.38									
April 2017 April 2017 April 2017 April 2017 April 2017 April 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	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE TOTAL	Diagnostic Diagnostic	N/A	1976.20	1,774	1.11							
April 2017 April 2017 April 2017 April 2017	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic				1.11 0.86							
pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 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	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic	N/A	1976.20	1,774								
pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 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 (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)	RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A	1976.20 3337.66	1,774 3,881	0.86							
pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	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)	RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	1976.20 3337.66 7926.68 11264.34	1,774 3,881 3,739 3,881	0.86 2.12 2.90							
pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017 pril 2017	Pre-Ordering	PO-1-IMA GUI	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)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	1976.20 3337.66 7926.68 11264.34 8015.72	1,774 3,881 3,739 3,881 7,562	0.86 2.12 2.90 1.06							
pril 2017	Pre-Ordering	PO-1-IMA GUI	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 (Get CSR)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	1976.20 3337.66 7926.68 11264.34 8015.72 6372.60	1,774 3,881 3,739 3,881 7,562 5,590	0.86 2.12 2.90 1.06 1.14							
pril 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	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)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A	1976.20 3337.66 7926.68 11264.34 8015.72 6372.60 14388.32	1,774 3,881 3,739 3,881 7,562 5,590 7,562	0.86 2.12 2.90 1.06 1.14 1.90							
April 2017 April 2017 April 2017 April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	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 (Get CSR)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	1976.20 3337.66 7926.68 11264.34 8015.72 6372.60	1,774 3,881 3,739 3,881 7,562 5,590	0.86 2.12 2.90 1.06 1.14							
pril 2017	Pre-Ordering	PO-1-IMA GUI	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 (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A	1976.20 3337.66 7926.68 11264.34 8015.72 6372.60 14388.32	1,774 3,881 3,739 3,881 7,562 5,590 7,562 1,029	0.86 2.12 2.90 1.06 1.14 1.90							
pril 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	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)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic	N/A N/A N/A N/A N/A N/A N/A	1976.20 3337.66 7926.68 11264.34 8015.72 6372.60 14388.32 2171.19	1,774 3,881 3,739 3,881 7,562 5,590 7,562	0.86 2.12 2.90 1.06 1.14 1.90 2.11							

pril 2017	PID Category	PID	PID Title	Product Category	Standard				CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity S
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7980.80	13,760	0.58							
pril 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11557.52	6,387	1.81							
ril 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	245.04	1,021	0.24							
il 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	803.19	1,959	0.41							
il 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1160.46	921	1.26							
il 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2208.69	1,959	1.13							
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2507.01	3,531	0.71							
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52012.08	2,726	19.08							
2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54519.09	3,531	15.44							
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							
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							
il 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							
I 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							
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							
il 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							
il 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							
il 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							
il 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							
il 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,199	2,774	79.27%							
il 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	97	34.02%							
il 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	537	81.01%							
il 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,199	2,208	99.59%							
il 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							
il 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	437	99.54%							
il 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:06	3	8:02							
il 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	169:06	222	0:46							
il 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	573	573	100.00%							
il 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	435	435	100.00%							
il 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,985	1,985	100.00%							
il 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	137	137	100.00%							
I 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	145	148	97.97%							
il 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	446	446	100.00%							
il 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
il 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	11	11								_
il 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	10	31	32.26%	46.75%	3	80	3.75%	% 19.00%	-7.092773	3
il 2017	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	.0	1	0.00%	0.00%	0	1	0.00%			0
ch 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,773	1,774	99.94%	0.0076			0.0076	0.0076		-
ch 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,649,104	1.649.104	100.00%							-
rch 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,421	2,421	100.00%							-
rch 2017	Billing	BI-4A		UNEs and Resale Aggregate		N/A	2,421	2,421	99.89%	3.29%	50.152	50 697	98.92%	6 10.31%	-4.797118	8 -
		BI-4B	UNEs and Resale Aggregate		Parity	N/A				3.2976	30,132	50,097	90.92%	10.31%	-4.797110	
rch 2017	Billing	CP-2B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,421	2,421	100.00%							-
rch 2017	Collocation		Non-Forecasted and Late Forecasted Collocations	All	Diagnostic		1	1								_
rch 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days		Diagnostic	N/A	1	1	100.00%							
rch 2017	Database Updates	00 10	All	LIDB	Diagnostic	N/A	4,321,230	4,010,738	1.08							_
rch 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5922.79	32,793	0.18							_
ch 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
rch 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
rch 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
rch 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
ch 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
ch 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
rch 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ch 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ch 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity											
ch 2017	Maintenance and Repair					N/A	9	10	90.00%	30.00%	14	22	63.64%	% 48.10%	-1.436995	5 -1
		MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	6	50.00%	30.00%	14	22	63.64%	6 48.10%	-1.436995	5 -1
ch 2017	Maintenance and Repair	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		N/A N/A	3 13				14	22				
ch 2017 ch 2017	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 - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Parity	N/A N/A N/A	3 13 23	6	50.00% 54.17% 62.16%	48.50%	14	25	64.00%	% 48.00%	6 -0.125282	2 -1
ch 2017 ch 2017 ch 2017		MR-5A MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic	N/A N/A	3 13	6 24	50.00% 54.17%				64.00%	% 48.00%	6 -0.125282	2 -1
ch 2017 ch 2017 ch 2017 ch 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic Parity Parity Diagnostic	N/A N/A N/A N/A	3 13 23	6 24	50.00% 54.17% 62.16% 75.00% 100.00%	48.50% 43.30%		25 15	64.00% 33.33%	% 48.00% % 47.14%	6 -0.125282 6 -2.018932	2 -1
ch 2017 ch 2017 ch 2017 ch 2017	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Diagnostic Diagnostic Parity Parity	N/A N/A N/A N/A	3 13 23	6 24	50.00% 54.17% 62.16% 75.00%	48.50%		25	64.00% 33.33%	% 48.00% % 47.14%	6 -0.125282 6 -2.018932	2 -1
ch 2017 ch 2017 ch 2017 ch 2017 ch 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5X	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic Parity Parity Diagnostic	N/A N/A N/A N/A	3 13 23	6 24	50.00% 54.17% 62.16% 75.00% 100.00%	48.50% 43.30%		25 15	64.00% 33.33% 33.33%	% 48.00% % 47.14% % 47.14%	6 -0.125282 6 -2.018932 6 -1.369306	2
ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B	All Troubles Cleared wii 4 Hours-Zone 1 All Troubles Cleared wii 4 Hours-Zone 1 All Troubles Cleared wii 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Parity Parity Diagnostic Parity	N/A N/A N/A N/A N/A	3 13 23 6 1	6 24 37 8 1	50.00% 54.17% 62.16% 75.00% 100.00%	48.50% 43.30% 0.00%	16 5	25 15	64.00% 33.33% 33.33% 60.32%	% 48.00% % 47.14% % 47.14% % 48.92%	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373	2 -1 2 -2 6 -1 3 -0
ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017	Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5X	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Business	Diagnostic Diagnostic Parity Parity Diagnostic Parity Diagnostic Parity Parity	N/A N/A N/A N/A N/A N/A N/A	3 13 23 6 1 1	6 24 37 8 1	50.00% 54.17% 62.16% 75.00% 100.00% 56.00%	48.50% 43.30% 0.00% 49.64%	16 5 5 488	25 15 15	64.00% 33.33% 33.33% 60.32% 42:24	% 48.00% % 47.14% % 47.14% % 48.92% 4 47:54	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373 4 -0.62594	2
ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017	Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5X MR-6B	All Troubles Cleared wir 4 Hours-Zone 1 All Troubles Cleared wir 4 Hours-Zone 1 All Troubles Cleared wir 4 Hours-Zone 2 All Troubles Cleared wir 4 Hours-Zone 2 All Troubles Cleared wir 4 Hours-Zone 2 Out of Service cleared wir 24 Hours-Zone 2 Mean Time to Restore disp out MSA	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Estended Loops - DST Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Business Residence	Diagnostic Diagnostic Parity Parity Diagnostic Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	3 13 23 6 1 1 1 14 12:24	6 24 37 8 1 1 25	50.00% 54.17% 62.16% 75.00% 100.00% 100.00% 56.00% 12:24	48.50% 43.30% 0.00% 49.64% 0:00	16 5 5 488 36422:09	25 15 15 809 859	64.00% 33.33% 33.33% 60.32% 42:24	6 48.00% 6 47.14% 6 47.149 6 48.92% 4 47.54 1 24.19	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373 4 -0.62594 9 -0.874383	2 2
ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017 ch 2017	Maintenance and Repair	MR-5A MR-5B MR-5B MR-5B MR-5B MR-6X MR-6B	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 Clear Cleared wif 24 hours Mean Time to Restore on dispatch	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Estended Loops - DST Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Business Residence Residence Residence	Diagnostic Diagnostic Parity Parity Diagnostic Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	3 13 23 6 1 1 1 14 12:24 1:51	6 24 37 8 1 1 25 1 2	50.00% 54.17% 62.16% 75.00% 100.00% 100.00% 56.00% 12:24 0:55	48.50% 43.30% 0.00% 49.64% 0.00 0.32	16 5 5 488 36422:09 3940:28	25 15 15 809 859 246	64.00% 33.33% 33.33% 60.32% 42:24	6 48.00% 6 47.14% 6 47.149 6 48.92% 4 47.54 1 24.19	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373 4 -0.62594 9 -0.874383	2 2
ch 2017 ch 2017	Maintenance and Repair	MR-5A MR-5B MR-5B MR-5B MR-5B MR-6B MR-6C MR-6C MR-6D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service Cleared wif 2 Hours-Zone 2 Out of Service Cleared wif 2 Hours-Zone 1 Mean Time to Restore disp out MSA Mean Time to Restore no dispatch Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Estended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Business Residence Residence Enhanced Extended Loops - DS1 Capable	Diagnostic Diagnostic Parity Parity Diagnostic Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3 13 23 6 1 1 1 14 4 12:24 1:51 32:31	6 24 37 8 1 1 25 1 2 25	50.00% 54.17% 62.16% 75.00% 100.00% 100.00% 56.00% 12:24 0:55 3:15	48.50% 43.30% 0.00% 49.64% 0.000 0.32 3.06	16 5 5 488 36422:09 3940:28	25 15 15 809 859 246	64.00% 33.33% 33.33% 60.32% 42:24	6 48.00% 6 47.14% 6 47.149 6 48.92% 4 47.54 1 24.19	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373 4 -0.62594 9 -0.874383	2 2
th 2017 th 2017	Maintenance and Repair	MR-5A MR-5B MR-5B MR-5B MR-5B MR-6S MR-6C MR-6C MR-6D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 4 Hours-Zone 2 Out of Service cleared wif 4 Hours-Zone 2 Hean Time to Restore disp out MSA Mean Time to Restore disp out MSA Mean Time to Restore interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Business Residence Residence Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic Diagnostic Parity Parity Diagnostic Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3 13 23 6 1 1 1 1 4 12:24 1:51 32:31 28:54	6 24 37 8 1 1 1 2 25 10 6 6	50.00% 54.17% 62.16% 75.00% 100.00% 56.00% 12:24 0:55 3:15	48.50% 43.30% 0.00% 49.64% 0:00 0.32 3.06 3.04	16 5 5 488 36422:09 3940:28	25 15 15 809 859 246	64.00% 33.33% 33.33% 60.32% 42.24 16.01 4:42	6 48.00% 6 47.14% 6 47.14% 6 48.92% 1 47.54 1 24:19 2 4:03	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373 4 -0.62594 9 -0.874383 -0.884445	2 - 2 - 2 - 3 - 3 - 4 - 4 - 5 - 5 - 5
h 2017	Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-6B MR-6C MR-6C MR-6C MR-6D MR-6D MR-6D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service Cleared wif 24 Hours-Zone 2 Out of Service Cleared wif 24 Hours-Zone 2 Mean Time to Restore endersol wif 24 Hours-Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Estended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Estended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic Parity Parity Diagnostic Parity Diagnostic Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3 13 23 6 1 1 1 14 12:24 1:51 32:31 28:54	6 24 37 8 1 1 1 25 1 1 2 1 1 0 6 6 2 24	50.00% 54.17% 62.16% 75.00% 100.00% 56.00% 12:24 0.55 3:15 4:49 5:19	48.50% 43.30% 0.00% 49.64% 0.00 0.32 3.06 3.04	16 5 5 488 36422:09 3940:28 75:09	25 15 15 8099 859 246 16	64.00% 33.33% 33.33% 60.32% 42.24 16:01 4:42	6 48.00% 6 47.14% 6 47.14% 6 48.92% 4 47.54 1 24.19 2 4.03	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373 4 -0.62594 9 -0.874383 3 -0.884445	22 22 66 33 44 55
h 2017	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-6B MR-6C MR-6C MR-6C MR-6D MR-6D MR-6D MR-6D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Mean Time to Restore dispose to MSA Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Estended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Business Residence Residence Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Parity Parity Pisgnostic Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3 13 23 6 1 1 14 12:24 1:51 32:31 28:54 127:40	6 24 37	50.00% 54.17% 62.16% 75.00% 100.00% 56.00% 12:24 0:55 3:15 4:49 4:09	48.50% 43.30% 49.64% 0:000 0:32 3:06 3:04 3:35	16 5 5 488 36422:09 3940:28 75:09	25 15 15 809 859 246 16	64.00% 33.33% 33.33% 60.32% 42:24 16:01 4:42 4:45	6 48.00% 6 47.14% 6 47.14% 6 48.92% 11 24:19 2 4:03 3 4:00 3 4:1:18	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373 4 -0.62594 9 -0.874383 3 -0.884445 0 -0.487258	2 - 2 2 - 3 6 - 3 3 - 4 4 - 2 5 - 3 8 - 9
th 2017 th 2017	Meintenance and Repair Maintenance and Repair	MR-5A MR-5B MR-5B MR-5B MR-5B MR-6C MR-6C MR-6C MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service Cleared wif 24 Hours-Zone 2 Out of Service Cleared wif 24 Hours-Zone 2 Mean Time to Restore dispatch Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Estended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Residence Ernhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 180 Capable Unbundled Loop - 180 Capable Unbundled Loop Andig Enhanced Extended Loops - DS1 Capable	Diagnostic Diagnostic Parity	N/A	3 13 23 6 1 1 1 14 1224 1:51 3231 2854 12740 15346 76405 2959	6 24 37 66 66	50.00% 54.17% 62.18% 75.00% 100.00% 56.00% 56.00% 52:24 0:55 3:15 4:49 5:19 4:09	48.50% 43.30% 0.00% 49.64% 0.00 0:32 3:06 3:04 3.55 3:11 17:10	16 5 5 488 36422:09 3940:28 75:09 84:52 160922:45	25 15 15 809 859 246 16	64.00% 33.33% 33.33% 60.32% 42:24 16:01 4:42 4:45	6 48.00% 6 47.14% 6 47.14% 6 48.92% 11 24:19 2 4:03 3 4:00 3 4:1:18	6 -0.125282 6 -2.018932 6 -1.369306 6 0.239373 4 -0.62594 9 -0.874383 3 -0.884445 0 -0.487258	2 - 2 2 - 3 6 - 3 3 - 4 4 - 2 5 - 3 8 - 9
ch 2017 ch 2017	Maintenance and Repair	MR-5A MR-5B MR-5B MR-5B MR-5B MR-6C MR-6C MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Mean Time to Restore no dispatch Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Extended Loops - DST Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Business Residence Residence Residence Unbundled Loops - DST Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic Parity	N/A	3 13 23 6 1 1 1 14 1:51 32:31 28:54 127:40 153:46 764:05	6 24 37 66 66	50.00% 54.17% 62.16% 75.00% 100.00% 102.44 0:55 3:15 4:49 5:19 4:09 11:35	48.50% 43.30% 0.00% 49.64% 0.000 0.32 3.06 3.304 43.356 3.144 17.110	16 5 5 488 36422:09 3940:28 75:09 84:52 160922:45	25 15 15 809 859 246 16	64.00% 33.33% 60.32% 42.24 16:01 4:42 4:43 38:03 6:30	6 48.00% 6 47.14% 6 47.14% 6 48.92% 11 24.19 2 4.03 3 4.00 3 3 45.18	5 -0.125262 6 -2.018932 5 -1.369306 6 -1.3693073 4 -0.62593 9 -0.874383 3 -0.884445 0 -0.487258 8 -5.166629 5 -1.557928	2
ch 2017	Meintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-6S MR-6C MR-6D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service Cleared wif 4 Hours-Zone 2 Out of Service Cleared wif 24 Hours-Zone 2 Out of Service Cleared wif 24 Hours-Zone 2 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Estended Loops - DST Capable Unbundled Loop - DST Capable Unbundled Loop - DST Capable Business Residence Enhanced Estended Loops - DST Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Loaded Unbundled Loop - 13 Capable Unbundled Loop - 13 Capable Unbundled Loop - 14 Wire Non-Loaded Unbundled Loop - 15 Capable	Diagnostic Diagnostic Party	N/A	3 13 23 6 1 1 1 14 12-24 1.51 32-31 28-54 127-30 153-46 764-05 28-59 22-21	6 24 37 66 66	50.00% 54.17% 62.16% 75.00% 100.00% 56.00% 12:24 0:55 3:15 4:49 5:19 4:09 11:35	48.50% 43.30% 0.00% 48.64% 0.03 3.56 3.344 17:10 2.58 0.00	166 5 5 5 488 8 364220 9 3940.28 5 160922.45 8 4.52 6 8 4.25	25 15 15 809 246 16 18 4,230	64.00% 33.33% 60.32% 42.24 16.01 4:42 4.44 38.03 6:30	6 48,00% 6 47,14% 6 47,14% 6 48,92% 4 47,54 1 24,19 2 4,03 3 4,00 3 3 4,118 0 3,55	6 -0.125282 -2.018832 -1.369006 6 -0.293973 4 -0.62594 -0.874383 3 -0.884445 -0.874383 8 -5.166622 -1.557928 -1.557928	22 22 33 34 35
ch 2017	Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-6B MR-6C MR-6C MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 2 Hours-Zone 2 Out of Service cleared wif 2 Hours-Zone 2 Out of Service cleared wif 2 Hours-Zone 2 All Troubles Cleared wif 4 Hours-Zone 2 Hean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Extended Loops - DST Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Business Residence Residence Residence Unbundled Loops - DST Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic Parity	N/A	3 13 23 6 1 1 1 14 12-24 1:51 32:31 28:54 127:40 153:46 78:405 29:59 22:21	6 24 37 66 66	50.00% 54.17% 62.16% 75.00% 100.00% 56.00% 12:24 0.55 3:15 4:49 5:19 4:09 11:35 3:45 2:21	48.50% 43.30% 0.00% 49.64% 0.003 3.304 3.565 3.14 17:110 2.58 0.000	166 5 5 5 8 8 8 3642209 3940.28 75.09 8 4-52 160922-45 8 4-25 44977-26 44-25 44977-26	25 15 15 809 859 246 16 18 4,230 13	64.00% 33.33% 60.32% 42:24 16:01 4:42 4:45 38:03 6:33 6:30	6 48.00% 6 47.14% 6 47.14% 6 48.92% 4 47.54 1 24.19 2 4.03 3 4.118 3 5.55 0 3.55 0 3.55	6 -0.125282 6 -2.018932 6 -1.369306 6 -1.369306 7 -0.874383 9 -0.874383 3 -0.884445 0 -0.487258 8 -5.166629 5 -1.55792 5 -1.263762	2 - 2 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 -
th 2017	Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-6C MR-6C MR-6C MR-6D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Zone 2 Out of Service cleared wif 24 hours Zone 2 Out of Service cleared wif 24 hours Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 3 Mean Time 2 Mean Time 4 Mean Time 5 Mean Time 5 Mean Time 5 Mean Time 5 Mean Time 6 Mean Time 7 Mean Time 8	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Estended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Business Residence Enhanced Estended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Residence	Diagnostic Diagnostic Parity	N/A	3 13 23 6 1 1 1 14 12-24 1.51 32-31 28-54 127-30 153-46 764-05 28-59 22-21	6 24 37 8 1 1 25 1 2 2 10 6 6 8 8 1 1 1 1 3 3 1 1	50.00% 54.17% 62.16% 75.00% 100.00% 100.00% 100.00% 56.00% 12.24 0.55 3.15 4.49 5.19 4.09 11.35 3.45 2.21 1.21 5.18	48.50% 43.30% 40.64% 40.64% 3:56 3:14 17:10 2:58 0:000 0:00 2:15	166 5 5 488 384229 3840:28 75:09 84:52 160922:45 84:25 441977:28 100 20 20 20 20 20 20 20 20 20 20 20 20 2	25 15 15 809 859 246 16 18 4,230 13 1,045	64.00% 33.33% 33.33% 60.32% 42.24 16:01 4:42 38:03 6:33 40:11 11.32%	6 48.00% 6 47.14% 6 47.14% 6 48.92% 4 47.54 11 24:19 2 4.03 3 4:00 3 3 4:00 0 3.55 0 3.55	6 -0.125282 6 -2.018832 6 -1.368306 6 -0.239373 4 -0.62594 9 -0.87433 0.884445 -0.87432 5 -1.557928 1.263762 1.263762 1.263762 6 1.263762	2 - 2 - 2 - 2 - 2 - 3 - 3 - 3 - 3 - 3 -
h 2017	Meintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-6S MR-6C MR-6C MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-7B MR-7C	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service Cleared wif 4 Hours-Zone 2 Out of Service Cleared wif 24 Hours-Zone 1 Mean Time to Restore of speatch Mean Time to Restore of speatch Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repert Report Rate-Indigatch	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Estended Loops - DST Capable Unbundled Loop - DST Capable Unbundled Loop - DST Capable Business Residence Enhanced Estended Loops - DST Capable UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - SST Capable Unbundled Loop - DST Capable Unbundled Loop - SW Capable Unbundled Loop - SW Capable Unbundled Loop - SW Capable Unbundled Loop - SST Capable Unbundled Loop - DST Capable Unbundled Loop - SW Capable Unbundled Loop - SST Capable Residence Residence	Diagnostic Diagnostic Parity	N/A	3 13 23 6 1 1 1 14 12-24 1.51 32-31 28-54 127-30 153-46 764-05 28-59 22-21	6 24 37 8 8 1 1 1 25 5 6 6 6 6 8 8 1 1 1 1 1 3 3 1 1 2 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	50.00% 54.17% 62.16% 75.00% 100.00% 56.00% 56.00% 100.00% 56.00% 100.00% 1	48.50% 43.30% 40.00% 40.40% 60.00 60.32 30.66 3.14 17:10 2:58 60.00 60.00 2:15 6.00% 50.00%	166 5 5 5 8 8 8 3642209 3940.28 75.09 8 4-52 160922-45 8 4-25 44977-26 44-25 44977-26	25 15 15 809 899 246 16 18 4,230 13 1 1,045 901	64.00% 33.33% 63.32% 63.32% 42.24 4.42 4.43 6.30 6.30 6.31 11.32%	6 48,00% 6 47,14% 6 47,14% 6 47,14% 1 24,19 1 24,103 3 4,118 3 4,100 0 3,55 0 0 45,33 1,65% 6 31,65% 6 5 33,27% 6 6 5 33,27%	6 -0.125282 6 -2.018932 1-1.369307 6 -1.369307 7 -0.82594 9 -0.874383 3 -0.884445 0 -0.487258 5 -1.156728 5 -1.156728 5 -1.263782 1 -1.323826 6 -0.688645	2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -
h 2017	Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-5B MR-6C MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E MR-7B MR-7C MR-7C	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Mean Time to Restore dispout MSA Mean Time to Restore dispout MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Tene Parksore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Extended Loops - DST Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Business Residence Residence Enhanced Extended Loops - DST Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop - ST Capable Unbundled Loop Analog Residence Residence	Diagnostic Diagnostic Diagnostic Parity	N/A	3 13 23 6 1 1 1 14 12-24 1.51 32-31 28-54 127-30 153-46 764-05 28-59 22-21	6 24 37 8 1 1 25 1 1 2 2 1 1 1 1 1 1 2 2 1 1 1 1	\$0.00% \$4.17% \$4.27% 75.00% 100.00% \$6.00% 12244 0.55 3.15 4.49 1135 2.21 121 1.21 1.518 100.00% 50.00%	48.50% 43.30% 4.00% 48.64% 0.02 3.06 3.04 3.56 3.14 17.10 0.00 0.00 2.15 0.00% 5.00%	166 5 5 488 384229 3840:28 75:09 84:52 160922:45 84:25 441977:28 100 20 20 20 20 20 20 20 20 20 20 20 20 2	25 15 15 809 859 246 16 18 4,230 13 1,045	64.00% 33.33% 63.32% 63.32% 42.24 4.42 4.43 6.30 6.30 6.31 11.32%	6 48,00% 6 47,14% 6 47,14% 6 47,14% 1 24,19 1 24,103 3 4,118 3 4,100 0 3,55 0 0 45,33 1,65% 6 31,65% 6 5 33,27% 6 6 5 33,27%	6 -0.125282 6 -2.018932 1-1.369307 6 -1.369307 7 -0.82594 9 -0.874383 3 -0.884445 0 -0.487258 5 -1.156728 5 -1.156728 5 -1.263782 1 -1.323826 6 -0.688645	2 - 2 - 2 - 2 - 2 - 3 - 3 - 3 - 3 - 3 -
ch 2017	Meintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5A MR-5B MR-5B MR-5B MR-6B MR-6C MR-6C MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Out of Service cleared wif 24 Hours-Zone 2 Out for Service cleared wif 24 Hours-Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-no dispatch Repair Repeat Report Rate-Done 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Estended Loops - DST Capable Unbundled Loop - DST Capable Unbundled Loop - DST Capable Business Residence Enhanced Estended Loops - DST Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 12 Wire Non-Load	Diagnostic Diagnostic Party	N/A	3 13 23 6 1 1 1 14 12-24 1.51 32-31 28-54 127-30 153-46 764-05 28-59 22-21	6 244 37 8 8 11 1 25 5 6 8 8 11 1 3 3 1 1 2 2 100 6 6	50.00% 54.17% 62.16% 75.00% 100.00% 100.00% 56.00% 4.49 4.49 4.99 4.135 2.21 5.18 100.00% 50.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%	48.50% 43.30% 49.64% 49.64% 0.000 0.32 3.06 3.304 3.14 17:10 2.58 0.000 0.00 2.15 0.00% 50.00%	166 5 5 488 384229 3840:28 75:09 84:52 160922:45 84:25 441977:28 100 20 20 20 20 20 20 20 20 20 20 20 20 2	25 15 15 809 899 246 16 18 4,230 13 1 1,045 901	64.00% 33.33% 63.32% 63.32% 42.24 4.42 4.43 6.30 6.30 6.31 11.32%	6 48,00% 6 47,14% 6 47,14% 6 47,14% 1 24,19 1 24,103 3 4,118 3 4,100 0 3,55 0 0 45,33 1,65% 6 31,65% 6 5 33,27% 6 6 5 33,27%	6 -0.125282 6 -2.018932 1-1.369307 6 -1.369307 7 -0.82594 9 -0.874383 3 -0.884445 0 -0.487258 5 -1.156728 5 -1.156728 5 -1.263782 1 -1.323826 6 -0.688645	2 2 2 2 2 2 2 2 -
ch 2017	Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-5S MR-6C MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E MR-7B MR-7B MR-7D MR-7D MR-7D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 4 Hours-Zone 2 Out of Service cleared wif 4 Hours-Zone 2 Out of Service cleared wif 4 Hours-Zone 2 Hean Time to Restore disp out MSA Mean Time to Restore line out MSA Mean Time to Restore line out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Business Residence Residence Residence Residence Enhanced Extended Loops - DS1 Capable Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - ASSL COMPATIBLE Residence Residence Enhanced Extended Loops - DS1 Capable Unbundled Loop - ASSL COMPATIBLE Unbundled Loop - SWIR Non-Loaded	Diagnostic Diagnostic Diagnostic Parity	N/A	3 13 23 6 1 1 1 14 12-24 1.51 32-31 28-54 127-30 153-46 764-05 28-59 22-21	6 24 37 8 1 1 1 25 1 1 2 2 1 1 1 1 1 1 2 2 1 1 1 1	\$0.00% \$4.17% \$6.17% \$6.216% \$75.00% \$100.00% \$100.00% \$6.00% \$12.24 \$0.55 \$4.49 \$1.35 \$4.50 \$1.12 \$1.21 \$1.22 \$1.22 \$1.23 \$1.24 \$1.25	48.50% 43.30% 4.00	166 5 5 488 384229 3840:28 75:09 84:52 160922:45 84:25 441977:28 100 20 20 20 20 20 20 20 20 20 20 20 20 2	25 15 15 809 246 16 18 4,230 13 1,045 901 284	64.00% 33.33% 33.33% 60.32% 42.22 16.010 4.45 98.03 6.30 6.30 6.30 6.11.32% 11.32% 12.00%	6 48.00% 6 47.14% 6 47.14% 6 48.92% 11 24:19 2 4:03 3 4:00 3 3 4:118 0 3:55 0 3:55 0 45:33 1.88% 6 31.88% 6 32.50%	6 -0.125282 6 -2.018932 6 -1.369306 6 -1.369306 7 -0.874383 3 -0.884445 9 -0.487258 8 -5.166629 5 -1.55792 6 -1.263762 1 -1.263762 6 -1.264539 6 -0.586646 6 -0.586466	22 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1
ch 2017	Meintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-6C MR-6C MR-6C MR-6C MR-6D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours-Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Dip out MSA Repair Repeat Report Rate-Done 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Estended Loops - DST Capable Unbundled Loop - DST Capable Unbundled Loop - DST Capable Business Residence Residence Enhanced Estended Loops - DST Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 3DST Capable Unbundled Loop - 100 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 100 Capable	Diagnostic Diagnostic Parity	N/A	3 3 13 3 23 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 244 37 8 11 1 125 10 6 244 37 666 8 11 1 2 10 6 24 6 24 7 37	50.00% 54.17% 62.16% 75.00% 100.00% 100.00% 12.24 0.55 3.15 4.49 4.09 11.35 3.45 2.21 1.21 5.18 100.00% 50.00% 100.00% 1.22 1.21	48.50% 43.30% 40.64% 40.64% 60.000 320 3.06 3.144 17:101 2.58 0.000 2.15 0.00% 5.00% 5.00% 5.00% 6.00% 6.00% 6.00% 6.00% 6.00%	166 5 5 5 488 36422:09 3940:28 75:09 6 4:52 160922:45 64:25 41977:28 36 3 3	25 15 15 809 859 246 16 18 4,230 13 13 1,045 901 284 25	64.00% 33.33% 63.32% 42.24 4.42 4.43 6.33 6.33 6.13 11.2.28% 12.28%	6 48.00% 6 47.14% 6 47.14% 6 47.14% 4 47.54 1 24:19 2 4:03 3 4:00 3 3 41:18 0 3:55 0 3:55 0 45:33 6 31.88% 6 32.50%	6 -0.125282 6 -0.125282 6 -1.369306 6 -0.239373 4 -0.62594 7 -0.87433 8 -0.884445 9 -0.487255 1 -1.557928 5 -1.557928 6 -1.263762 6 -1.263762 6 -1.263762 6 -1.263762 6 -1.26488 6 -1.264488 6 -1.264488 6 -1.264488 6 -1.264488 6 -1.264488	22 -1 -1 -2 -2 -2 -2 -2 -2 -2 -2 -2 -2 -2 -2 -2
ch 2017	Meintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-6B MR-6B MR-6B MR-6B MR-6C MR-6C MR-6C MR-6D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 2 Hours-Zone 2 Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Done 1 Repair Repeat Report Rate-Zone 1	Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - DS1 Capable Enhanced Exended Loops - DS1 Capable Unbundied Loop - 5 Wire Non-Loaded Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - DS1 Capable Business Residence Residence Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - 15 Capable	Diagnostic Diagnostic Diagnostic Parity	N/A	3 13 23 6 1 1 1 14 12-24 1.51 32-31 28-54 127-30 153-46 764-05 28-59 22-21	6 24 37 66 24 37 66 66 24 37 66 66	50.00% 54.17% 62.16% 75.00% 100.00% 100.00% 56.00% 102.24 0.55 3.15 4.49 4.09 11.35 3.25 1.21 5.18 100.00% 1.22 1.35 1.	48.50% 43.30% 40.00% 40.64% 60.00 60.32 30.66 3.144 17:10 2.55 60.00% 50.00% 50.00% 50.00% 50.00% 19.86% 36.86%	166 5 5 488 384229 3840:28 75:09 84:52 160922:45 84:25 441977:28 100 20 20 20 20 20 20 20 20 20 20 20 20 2	25 15 15 809 859 246 16 18 4,230 13 1,045 901 284 25	64.00% 33.33% 33.33% 42.24 16.01 4.42 38.00 6.33% 40.11 11.32% 12.00%	6 48,00% 6 47,14% 6 47,14% 6 47,14% 6 48,92% 6 4 47,54 4 1 24,19 2 4,03 3 41,18 3 41,00 0 3,55 5 0 0 45,33 6 31,85% 6 32,50% 6 32,50% 6 32,50% 6 32,50% 6 32,50% 6 33,50%	6 -0.125282 6 -2.018932 6 -1.369306 6 -1.369306 7 -0.874383 9 -0.874383 3 -0.88445 0 -0.467258 8 -5.166629 5 -1.557928 1 -1.263792 6 -1.694539 6 -0.69646 6 -0.164488 6 -0.076441 6 -0.076441	2 2 -1 1 2 2 2 -2 2 2 2 2 2 2 2 2 2 2 2
ch 2017	Meintenance and Repair Maintenance and Repair	MR-5A MR-5A MR-5B MR-5B MR-5B MR-5B MR-6C MR-6C MR-6C MR-6C MR-6D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D	All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours-Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Dip out MSA Repair Repeat Report Rate-Done 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Estended Loops - DST Capable Unbundled Loop - DST Capable Unbundled Loop - DST Capable Business Residence Residence Enhanced Estended Loops - DST Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 3DST Capable Unbundled Loop - 100 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 100 Capable	Diagnostic Diagnostic Parity	N/A	3 3 13 3 23 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 244 37 8 11 1 125 10 6 244 37 666 8 11 1 2 10 6 24 6 24 7 37	50.00% 54.17% 62.16% 75.00% 100.00% 100.00% 12.24 0.55 3.15 4.49 4.09 11.35 3.45 2.21 1.21 5.18 100.00% 50.00% 100.00% 1.22 1.21	48.50% 43.30% 40.64% 40.64% 60.000 320 3.06 3.144 17:101 2.58 0.000 2.15 0.00% 5.00% 5.00% 5.00% 6.00% 6.00% 6.00% 6.00% 6.00%	166 5 5 5 488 36422:09 3940:28 75:09 6 4:52 160922:45 64:25 41977:28 36 3 3	25 15 15 809 859 246 16 18 4,230 13 13 1,045 901 284 25	64.00% 33.33% 33.33% 42.24 16.01 4.42 38.00 6.33% 40.11 11.32% 12.00%	6 48,00% 6 47,14% 6 47,14% 6 47,14% 6 48,92% 6 4 47,54 4 1 24,19 2 4,03 3 4,118 3 4,100 0 3,55 5 0 0 45,33 6 31,85% 6 32,50% 6 32,50% 6 32,50% 6 32,50% 6 32,50% 6 32,50%	6 -0.125282 6 -2.018932 6 -1.369306 6 -1.369306 7 -0.874383 9 -0.874383 3 -0.884445 0 -0.487258 5 -1.1567282 5 -1.1567282 6 -1.264539 6 -0.68646 6 -0.164488	2 2 2 -1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2

Month March 2017	PID Category Maintenance and Repair	PID MR-7F	PID Title Repair Repeat Report Rate-Zone 2	Product Category Unbundled Loop Analog	Standard	Benchmark N/Δ	CLEC Numerator	CLEC Denominator	CLEC Result CL	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	10.75%	CTL-Q Standard Deviation	Modified Z Score	Parity Score -1.364893
March 2017 March 2017	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	N/A N/A	18	1,327	1.36%	0.00%	121	1,126	10.75%	30.97% 12.43%	-0.600195	-1.364893
March 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	69,904	0.00%	11.37%	0	56.137	0.00%	12.43%	-0.490000	-1.3031
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	58	5.17%	22.15%	4.813	317.622	1.52%	12.22%	1.571005	-0.04489
March 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	222	0.00%		40	2,682	1.49%	12.12%	-1.761859	-2.07113
March 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	2,062	0.29%	5.39%	0	917	0.00%			
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25	14,237	0.18%	4.19%	0	917	0.00%			
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,567	0.83%	9.08%	40	2,399	1.67%	12.80%	-2.587143	-2.572871
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	21	0.00%		40	2,675	1.50%	12.14%	-0.562408	-1.34192
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	1.23%	11.04%	-12.544571	-8.626558
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	86.68%	33.98%	-0.391764	-1.238175
March 2017	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	2	2	100.00%	0.00%	270	284	95.07%	21.65%	-0.320903	-1.195095
March 2017 March 2017	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A N/A	0	33,792 13.087	0.00%	0.01%						-2.995675
March 2017 March 2017	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk LIS Trunk	Parity Diagnostic	N/A N/A	17	13,087	0.04%	0.38%						-2.875883
March 2017	Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Orc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	17	13,087	0.05%							
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	-0.544784
March 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%						
March 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	-2.921223
March 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
March 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%	8	9	88.89%							
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
March 2017	Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity	90.00% N/A	123	142	86.62% 64.71%	47.79%						
March 2017 March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Panty Benchmark	N/A 90.00%	33 59	51 73	64.71% 80.82%	47.79%						
March 2017 March 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	90.00%	59	/3	100.00%							
March 2017 March 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	LIS Trunk	Parity	90.00% N/A	1 3	1	100.00%	0.00%						
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	1	1	100.00%	0.0070						
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	0	9	0.00%	0.00%	4	4	100.00%	0.00%	2.989188	0.817297
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
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	8.88							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	308	92	3.35							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	381	43	8.86							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	338	48	7.04							
March 2017 March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	LIS Trunk	Parity Benchmark	N/A 5.50	63	1 9	3.00 7.00	0.00						
March 2017 March 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	63	9	4.50							
March 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	New Service Installation Quality	LIS Trunk	Parity	Ν/Δ	9		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	2	100.00%	0.00%	2	2	100.00%	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	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15473.48	12,788	1.21							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22410.48	19,820	1.13							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3193.52	4,202	0.76							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3721.18	4,202	0.89							
March 2017 March 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE	Diagnostic Diagnostic	N/A N/A	737.02 1235.96	1,714	0.43							
March 2017 March 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A N/A	1235.96	1,166	1.06							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3284.34	3,819	0.86							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8121.30	3,795	2.14							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11405.64	3,819	2.99							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8027.76	7,719	1.04							
				RESPONSE	Diagnostic	N/A	6542.40	5,640	1.16							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)				14570.16	7,719	1.89							
March 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A										
March 2017 March 2017	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2299.50	1,095	2.10							
March 2017 March 2017 March 2017	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE	Diagnostic Diagnostic	N/A N/A	2299.50 635.60	1,095 1,135	2.10 0.56							
March 2017 March 2017 March 2017 March 2017	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 (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	2299.50 635.60 2935.10	1,095 1,135 1,095	2.10 0.56 2.68							
March 2017 March 2017 March 2017 March 2017 March 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 (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	2299.50 635.60 2935.10 3602.34	1,095 1,135 1,095 6,671	2.10 0.56 2.68 0.54							
March 2017 March 2017 March 2017 March 2017 March 2017 March 2017	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 (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)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	2299.50 635.60 2935.10 3602.34 7477.26	1,095 1,135 1,095 6,671 13,118	2.10 0.56 2.68 0.54 0.57							
March 2017 March 2017 March 2017 March 2017 March 2017 March 2017 March 2017	Pre-Ordering	PO-1-IMA GUI	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 (Service Availability) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	2299.50 635.60 2935.10 3602.34 7477.26 11079.60	1,095 1,135 1,095 6,671 13,118 6,671	2.10 0.56 2.68 0.54 0.57 1.66							
March 2017	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 (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 (Sevice Availability)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	2299.50 635.60 2935.10 3602.34 7477.26	1,095 1,135 1,095 6,671 13,118	2.10 0.56 2.68 0.54 0.57							
March 2017	Pre-Ordering	PO-1-IMA GUI	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 (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	2299.50 635.60 2935.10 3602.34 7477.26 11079.60 268.00 853.55	1,095 1,135 1,095 6,671 13,118 6,671 1,072 1,985	2.10 0.56 2.68 0.54 0.57 1.66 0.25							
March 2017	Pre-Ordering	PO-1-IMA GUI	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 (Sevice Availability)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A	2299.50 635.60 2935.10 3602.34 7477.26 11079.60 268.00	1,095 1,135 1,095 6,671 13,118 6,671 1,072	2.10 0.56 2.68 0.54 0.57 1.66 0.25							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Text Availability) Pre-Order Response Times (Tin Reservation) Pre-Order Response Times (Tin Reservation) Pre-Order Response Times (Tin Reservation)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A	2299.50 635.60 2935.10 3602.34 7477.26 11079.60 288.00 85.35 1244.16 2365.71	1,095 1,135 1,095 6,671 13,118 6,671 1,072 1,985 972	2.10 0.56 2.68 0.54 0.57 1.66 0.25 0.43 1.28							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (TIN Reservation)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL TOTAL TOTAL TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A	2299.50 635.60 2935.10 3602.34 7477.26 11079.60 268.00 853.55 1244.16	1,095 1,135 1,095 6,671 13,118 6,671 1,072 1,985 972 1,985	2.10 0.56 2.68 0.54 0.57 1.66 0.25 0.43							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic	N/A	2299.50 635.60 2935.10 3602.34 7477.26 11079.60 288.00 853.55 1244.16 2365.71	1,095 1,135 1,095 6,671 13,118 6,671 1,072 1,985 972 1,985 3,450	2.10 0.56 2.68 0.54 0.57 1.66 0.25 0.43 1.28 1.19							
March 2017	Pre-Ordering	PO-1-IMA GUI	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 (Sevice Availability) Pre-Order Response Times (The Reservation)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST REQUEST	Diagnostic	N/A	2299.50 635.60 2935.10 3602.34 7477.26 11079.60 853.55 1244.16 2365.71 2346.00 52038.72	1,095 1,135 1,095 6,671 13,118 6,671 1,072 1,985 972 1,985 3,450 2,736	2.10 0.56 2.68 0.54 0.57 1.66 0.25 0.43 1.28 1.19 0.68							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Texton Availability) Pre-Order Response Times (Texton Availability) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Loop Qual Tools)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE 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	2299.50 635.60 2335.10 3602.34 7477.26 11079.60 268.00 853.55 1244.16 2365.71 2346.00 52038.72	1,095 1,135 1,095 6,671 13,118 6,671 1,072 1,985 972 1,985 3,450 2,736	2.10 0.56 2.68 0.54 0.57 1.66 0.25 0.43 1.28 1.19 0.68 19.02							
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL XML Request/Response	Diagnostic	N/A	2299.50 635.60 2935.10 3602.34 7477.26 11079.60 268.00 853.55 1244.16 2365.71 2346.00 52038.72 54384.73	1,095 1,135 1,095 6,671 13,118 6,671 1,072 1,985 972 1,985 3,450 2,736 3,450	2.10 0.56 2.68 0.54 0.57 1.66 0.25 0.43 1.28 1.19 0.68 19.02 15.76 1.85							
March 2017 March 2017 March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCUEST RESPONSE TOTAL REQUEST TOTAL AREQUEST RESPONSE TOTAL MR. REQUEST RESPONSE TOTAL MM. Request/Response	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2299.50 635.60 235.10 3602.34 7477.26 11079.80 268.00 853.55 1244.16 2365.71 2346.00 52038.72 54384.72	1,095 1,135 1,095 6,671 13,118 6,671 1,072 1,985 972 1,985 2,736 3,450 4,526 4,479	2.10 0.56 2.68 0.54 0.57 1.66 0.25 0.43 1.28 1.19 0.68 19.02 15.76 1.85 1.73							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3882.75	775	5.01							
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14996.64	4,776	3.14							
larch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3795.60	3,163	1.20							
arch 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5626.95	1,631	3.45							
arch 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,824	3,588	78.71%							
arch 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	112								
arch 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	443	546	81.14%							
larch 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,824	2,837	99.54%							
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	44	97.73%							
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	443 57:35	445	99.55%							
farch 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic		0.100	3	19:12							
March 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	407:07	319	1:17							
farch 2017	Pre-Ordering	PO-5A-(a) PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	95.00%	560 416	560	100.00%							_
March 2017	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%		416	100.00%							_
March 2017 March 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	2,513	2,513	100.00%							_
	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	162	162 177	100.00%							_
March 2017 March 2017	Pre-Ordering 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%	574		94.92%							_
								15								_
farch 2017	Pre-Ordering	PO-5D PO-9B	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12		80.00%	42.46%		87	1.15%	6 10.66%	-13.967183	-9.4914
	Pre-Ordering	PU-9B BI-2	Unbundled Loops Invoices Delivered within 10 Days	Unbundled Loops and Number Portability All	Parity	N/A		89	23.60%	42.46%	- 1	87	1.15%	10.66%	-13.96/183	-9.4914
ebruary 2017	Billing	BI-3A			Parity by Design	N/A	1,492	1,493	99.93%							_
ebruary 2017	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A		1,658,447	99.97%							_
ebruary 2017	Billing	BI-3B BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,755	4,755	100.00%	1.84%	52.719	53.180	00.4	6 9.27%	-4.746262	-3.8855
ebruary 2017 ebruary 2017	Billing	BI-4A BI-4B	UNEs and Resale Aggregate	UNEs and Resale Aggregate Reciprocal Compensation	Parity	N/A N/A	2,944 4,755	2,945 4,755	99.97%	1.84%	52,719	53,180	99.13%	9.27%	-4.746262	-3.8855
ebruary 2017 ebruary 2017	Collocation	CP-2C	Reciprocal Compensation (MOU): Collocations with Intervals Longer than 120 Days	Reciprocal Compensation All	Diagnostic Diagnostic	N/A	4,755	4,755	100.00%							_
	Collocation Database Updates	DB-1B	Conocations with Intervals Longer than 120 Days	LIDB		N/A N/A	2.967.622	2.759.277	100.00%							_
ebruary 2017 ebruary 2017	Database Updates Database Undates	DB-1B DB-1C-1	All	Directory Listing	Diagnostic Diagnostic	N/A	2,967,622 4833.46	2,759,277	0.18							_
	Database Updates Electronic Gateway Availability	DB-1C-1 GA-1	All Gateway Availability - LSR	Directory Listing		N/A N/A	4833.46 27.360	27,365 27,360	0.18							-
ebruary 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A N/A	27,360 27,360	27,360 27,360	100.00%							-
ebruary 2017 ebruary 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XML	Diagnostic	N/A N/A	27,360	27,360	100.00%							_
ebruary 2017 Pehruary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - Repair	FRTA	Diagnostic Diagnostic	N/A	27,360	27,360	100.00%							_
February 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	38,880	38,880	100.00%							_
ebruary 2017 February 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-3	System Availability - Repair	FASE		N/A	24.720	24.720	100.00%							_
ebruary 2017 ebruary 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-4	System Availability - ASR System Availability - ASR	EXACT	Diagnostic	N/A	24,720	24,720	100.00%							_
ebruary 2017 February 2017	Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								_
ebruary 2017 February 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Diagnostic Parity	N/A	5	10	50.00%	50.00%	-	12	41.67%	6 49.30%	-0.394771	-1.2400
	Maintenance and Repair Maintenance and Repair	MR-5A		UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	5	10	60.00%	50.00%	5	12	41.67%	49.30%	-0.394771	-1.2400
ebruary 2017		MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1		Diagnostic	N/A	b		30.77%							_
ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic	N/A	30	13	56.60%	49.56%		13	46.15%	49.85%	-0.677282	-1 4117
ebruary 2017 February 2017	Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30	53	42.86%	49.56%	14	13	1011010		0.092133	
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	/	42.86% 0.00%	49.49%	14	26	53.85%	49.85%	0.092133	-0.9439
February 2017 February 2017		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	0	1	71.43%	45.18%	14	20	53.85%	6 49.85%	-0.828278	-1.5035
	Maintenance and Repair Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	13	30.77%	45.18% 46.15%	384	26 798			-0.828278	
February 2017 February 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity Parity	N/A	142:17	13	71:08	46.15%	182510:49	3,497			1.112321	
		MR-6B		Residence		N/A	142:17	2	24:44	34:25 0:00	34886:49	3,497				
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-6C	Mean Time to Restore disp out MSA Mean Time to Restore no dispatch	Residence	Parity Parity	N/A	1:15	1	1:15	0:00	34886:49	750			0.102.11	
ebruary 2017 February 2017	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	49:01	10	4:54	3:50	62:38	232				
ebruary 2017 February 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	78:00	10	7:48	15:45	0:14	10	0:16			-1.5011
ebruary 2017 February 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	78:00 69:24	13	7:48 5:20	2:56		1				_
ebruary 2017 February 2017		MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1			N/A	261:36		4:56	4:13	64:53		0.14			-1.4764
	Maintenance and Repair	MR-6D		Unbundled Loop - DS1 Capable	Parity	N/A		53 89				11				
ebruary 2017 ebruary 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	1012:28 43:57	89	11:23 6:17	13:27 6:59	205864:42	4,253 20				
	Maintenance and Repair	MR-6E		Enhanced Extended Loops - DS1 Capable	Parity			/				20	5:58	4:14	0.230118	-0.8600
ebruary 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable	Parity	N/A N/A	10:11 44:43	1	10:11	0:00 10:59	119:10	20	5:58	8 4:14	0.000055	-0.8158
ebruary 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 2		Parity			/				20				
ebruary 2017	Maintenance and Repair	MR-6E MR-7A	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A N/A	23:20	4	5:50	2:59	45881:08	1,014			-1.734524	
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7A MR-7B	Repair Repeat Rprt Rate-Disp w/l MSA Repair Repeat Report Rate-Disp out MSA	Residence Residence	Parity Parity	N/A N/A	1 0	2	50.00%	50.00% 0.00%	533 90	3,711	14.36%		0.62195 -0.359886	
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7B MR-7C	Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-no dispatch	Residence Residence		N/A N/A	0	1	100.00%	0.00%	90	/84 271				
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7C MR-7D	Repair Repeat Report Rate-no dispatch Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	1	10	20.00%	40.00%	24	2/1			1.329074	-0.19
ebruary 2017 ehruary 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	2	10	20.00%	40.00%	5	14	0.00%		-0.792091	-1.4815
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1		Parity Parity	N/A N/A	0	10	0.00%	0.00%	0	1	0.00%			_
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Panty	N/A	0	13	16.98%	0.00%	0	1 14			-1.30106	-1 7909
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1			N/A N/A	9	53	16.98%	37.55% 35.32%	643	4.679			-1.30106 0.115329	
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7F	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity	N/A	13	89	14.61%	35.32%	643	4,679			-1 145919	
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A N/A	0	7	0.00%	0.00%	5	26	19.23%	39.41%	-1.145919	-1.69
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-7F	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2			N/A N/A	0	1	0.00%	0.00%		26	19.23%	39.41%	-1 145919	-1.69
		MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	0	7	0.00% 25.00%	0.00% 43.30%	130	26 1.084	19.23%		-1.145919 0.248538	
ebruary 2017 ebruary 2017	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	1 17	1 329	25.00%	43.30%	130	1,084			0.248538 -0.708612	
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate Trouble Rate	LIS Trunk	Parity	N/A N/A	1/	1,329	0.00%	11.24%	38	2,403	0.00%		-0.708612	-1.4308
	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk Residence		N/A N/A	1 4	69,712	6.67%	0.38%	4.766	56,185 320,805			2 247713	0.366
ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate Trouble Rate	Residence SUB-LOOP UNBUNDLING	Parity	N/A N/A	4	60 218	0.00%	24.94%	4,766				2.247713	
ebruary 2017 ebruary 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	0	218	0.00%	6.86%	40	2,738 931	0.11%		-1.730222 2.83931	
		MR-8	Trouble Rate Trouble Rate		Parity	N/A N/A	10	-,	0.1.1	6.86% 3.01%	1	931				
ebruary 2017	Maintenance and Repair			Unbundled Loop - 2 Wire Non-Loaded	Parity				0.09%		1		0.11%		-0.153252	
ebruary 2017	Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A N/A	60	4,600	1.30%	11.35%	39	2,441				
ebruary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity		0	22	0.00%	0	40	2,731	1.46%			
ebruary 2017	Maintenance and Repair	1411 C O	Trouble Rate	Unbundled Loop Analog	Parity	N/A	93	23,371	0.40%	6.30%	5,763	477,563	1.21%		-11.057182	
ebruary 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			1.582545	
ebruary 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	665	784	0.110211		-0.422752	
ebruary 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	
ebruary 2017	Network Performance Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15	32,664	0.04%	0.34%						-2.866
ebruary 2017		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12.967	0.00%	0.04%						-2.985

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	43		0.13%							
ebruary 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,063	0.02%							
February 2017	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A N/A	48 594	1	48.00 45.69	35.56						
ebruary 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	120	13		35.56 7.28	206	2	148.00	135.76	-1 26886	-1.77141
February 2017 February 2017	Ordering and Provisioning	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 Parity	N/A	1,706	21	81.24	55.19	31,722	304			-0.586626	1.111141
February 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1,700	13		46 15%	31,722	304	104.55	174.00	-0.300020	-1.33004
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	21		42.59%	138	304		49.79%	-1.921503	-2.16819
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	159	93.08%							
February 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	25	30	83.33%	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	36	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	0.10070							
February 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	14								
February 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1		0.00	802	298	2.69	19.47	-0.086729	-1.0527
February 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	582	177	3.29							
February 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	179	34	5.26							
ebruary 2017	Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	270	51								
ebruary 2017	Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	27	8	3.38							
February 2017 February 2017	Ordering and Provisioning	OP-4E OP-5A	Interval Zone 2 Areas New Service Installation Quality	Unbundled Loop Analog LIS Trunk	Benchmark Parity	6.00 N/A	71	15	4.73 100.00%	0.00%						
February 2017 February 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality	LIS Trunk Residence	Parity	N/A	1	1	100.00%	0.00%	2 011	2 182	92 16%	26.88%	-0.291536	-1 1772
February 2017 February 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	226	227	99.56%	6.62%	2,011	2,182	100.00%	26.88%	-0.291536	-1.1772
February 2017 February 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Linbundled Loop - DS1 Canable	Parity	N/A	39	40		15.61%	1	1 4	100.00%	0.00%	-2.620817 -1.335178	
February 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	66	66	100.00%	0.00%	1.637	1.754		24.95%	-2.132159	
February 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	7.512	7.517	99 93%	0.0070	1,007	1,704	55.5576	24.0070	2.102100	Z.EUOE
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6314.55	19.135	0.33							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15756.30	12.810	1.23							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22070.85	19.135	1.15							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3210.00	4,280	0.75							
ebruary 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3713.36	4,280	0.87							
ebruary 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	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1262.52	1,169	1.08							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.26	1,718	1.16							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3414.93	3,837	0.89							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8081.22	3,794	2.13							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11496.15	3,837	3.00							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8540.74	7,982	1.07							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15026.74	7,982	1.88							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2319.76	1,084	2.14							
February 2017	Pre-Ordering		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 PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL ACCEPT	Diagnostic	N/A N/A	10987.30	6,295 1.083	1.75 0.24							
February 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)		Diagnostic	N/A N/A	259.92									
February 2017 February 2017	Pre-Ordering 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 Diagnostic	N/A	828.66 1264.90	1,973 973	0.42 1.30							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) 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 (1N Reservation) 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							
ebruary 2017 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							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 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							
ebruary 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,489	3,095	001.0010							
ebruary 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	28	70	40.00%							
ebruary 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430	527	81.59%							
ebruary 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,489	2,492								
ebruary 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	28	28								
ebruary 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430	432								
ebruary 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:17	1	24:17							
ebruary 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	221:22	153	1:27							
ebruary 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	195	195								
ebruary 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	359	359	100.00%							
ebruary 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,202	2,202	100.00%							
ebruary 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	125	125	100.00%							
ebruary 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	196	199	0011010							
ebruary 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	488	488								
ebruary 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
ebruary 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							

Month February 2017	PID Category Pre-Ordering	PID PO-9B	PID Title Unbundled Loops	Product Category		Benchmark N/A	CLEC Numerator		CLEC Result	CLEC Standard Deviation 32.38%	CTL-Q Numerator	CTL-Q Denominator		CTL-Q Standard Deviation 22.47%	Modified Z Score -1.517484	Parity Score -1.922565
anuary 2017	Billing	PU-9B BI-2	Invoices Delivered within 10 Days	Unbundled Loops and Number Portability	Parity Parity by Design	N/A	1,726	42 1,729	99.83%	32.38%	4	/5	5.33%	22.47%	-1.51/484	-1.922565
anuary 2017 anuary 2017	Billing	BI-2A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,726	1,729	100.00%							
anuary 2017 anuary 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22,187	22,187	100.00%							
anuary 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	-4.6374
anuary 2017 anuary 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22,112	22,112	100.00%	2.0276	32,028	32,070	30.4176	12.5176	-0.803103	-4.0374
anuary 2017 anuary 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	ΔII	Diagnostic	N/A	1	1	100.00%							
anuary 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,689,617	2,512,227	1.07							
lanuary 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5077.86	32.161	0.16							
lanuary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30.060	30.060	100.00%							
lanuary 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	FASE	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	21,500	21,500	100.0076							
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	-0.674491
January 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	7	42.86%	40.0070	10	10	00.07 /6	47.1470	0.000410	-0.074481
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		62.50%							
	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	16	68.75%	46.35%	1.520626	-0.075525
January 2017		MR-5B					14									-0.075525
January 2017	Maintenance and Repair	MR-5B 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	-0.75563
January 2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	3	100.00%	40		17	04 =		0.075	0.40
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	- 11	64.71%		0.879837	-0.465097
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			1.758184	0.0689
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	0.00		0.473299	-0.712255
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	0.00		
January 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			1.750686	0.064342
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			-1.433905	-1.871753
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	-0.548808
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						
January 2017	Maintenance and Repair	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	5:14	0.302855	-0.815877
January 2017	Maintenance and Repair	MR-6E	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	-1.33023
January 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	0	17	0.00%	0.00%	0.747859	-0.545334
January 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	7	14.29%	34.99%	0	1	0.00%	0.00%	-1.150349	-1.699363
January 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	8	0.00%	0.00%	0	1	0.00%	0.00%		
January 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	34	14.71%	35.42%	0	17	0.00%	0.00%	1.18275	-0.280939
January 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	61	6.56%	24.75%	539	4,044			-1.54433	
January 2017	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	. 0	3	0.00%	0.00%	8	17		49.91%	-1.505545	-1.915307
January 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	3	33.33%	47.14%						
January 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	. 0	4	0.00%	0.00%	8	17	47.06%	49.91%	-1.696557	-2.031434
January 2017	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	122	1,002	41.0070		-0.526042	-1.319811
January 2017 January 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1.372	0.58%	7.61%	32	2 417	1.32%	11.43%	-1.917563	-2.165795
January 2017 January 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	70.552	0.00%	7.01%	32	55.921	0.00%		-1.917503	-2.105/95
		MR-8	Trouble Rate	Residence		N/A	0	70,552	0.00%		4.182	323.898	1.29%		-0.878408	-1.534034
January 2017	Maintenance and Repair	MR-8		SUB-LOOP UNBUNDLING	Parity	N/A									-0.878408	-1.534034
January 2017	Maintenance and Repair	MR-8	Trouble Rate		Parity		0	216	0.00%	5.68%	34	2,751	1.24%			
January 2017	Maintenance and Repair	111111111111111111111111111111111111111	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	2,161	0.32%	0.0070	1	950	0.11%	3.24%	1.732211	0.05311
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%		-0.275986	-1.167788
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,697	0.81%	8.96%	33	2,455			-1.866037	-2.13447
January 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%		34	2,744			-0.523278	-1.31813
January 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	-7.994501
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%						-2.988449
January 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%						-2.996472
January 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%							
January 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%							
January 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	39	2	19.50							
January 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						
January 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		-0.7698	-1.468005
January 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	-2.629761
January 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%						
January 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%		
January 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			1.943134	0.181341
January 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%	2.2370	-	-		2.2070		
January 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	-2.248591
January 2017 January 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	89	93	95.70%	1-1.1-1/0			100.0076	0.0076	2.000,40	
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	93	100.00%							
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A		4	100.00%	0.00%						
January 2017 January 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	14	14		0.00%						
January 2017 January 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 - DS1 Capable	Parity	90.00% N/A	14	14	100.00%	0.00%						
		OP-3E	Dispatches within MSAs		Benchmark	6.00	2	2	3.00	0.00%						
January 2017	Ordering and Provisioning	OP-4A OP-4D		Sub-Loop Unbundling		6.00 N/A	9	3	7.00	0.55						
January 2017	Ordering and Provisioning		Interval Zone 1 Areas	LIS Trunk	Parity		7			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							
lanuary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	193	34	5.68							
lanuary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	455	90	5.06							
lanuary 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	0	1	0.00							
January 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	1	10.00	0.00						
January 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
January 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	7	2	3.50							
anuary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	2	2	100.00%	0.00%		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark N/Δ	CLEC Numerator	CLEC Denominator	100.00%	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator		TL-Q Standard Deviation	Modified Z Score	Parity Score
lanuary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	14071	3	3			2	2	100.00%	0.00.00		
anuary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	175	178		12.87%	1	1	100.00%	0.00%	-2.125804	-2.2923
anuary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	49	51		19.41%	2	2	100.00%	0.00%	-1.441328	
lanuary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	94	96		14.28%	1,812	1,968	92.07%	27.02%	-2.069425	-2.2581
January 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LITT	Benchmark	95.00%	3,535	3,559	99.33%							
January 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6846.35	19,561	0.35							
January 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15751.78	13,018								
January 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22598.13	19,561	1.16							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3146.25	4,195								
January 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3727.65	4,195								
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	720.30	1,715								
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1241.15	1,205								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1961.45	1,715	1.14							
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3223.08	3,837	0.84							
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8107.65	3,771	2.15							
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11330.73	3,837	2.95							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8216.53	7,679	1.07							
January 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
January 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14702.53	7,679	1.91							
January 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2265.90	1,079								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	655.05	1,191	0.55							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2920.95	1,079	2.71							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3686.58	6,827	0.54							
January 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7878.00	13,130	0.60							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11564.58	6,827	1.69						$\overline{}$	
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	264.75	1,059	0.25							
January 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.54	1,994								
January 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1237.11	959								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2319.40	1,994								
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TV Reservation)	REQUEST	Diagnostic	N/A	2293.41	3,423							\longrightarrow	
January 2017 January 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51346.01	2,701	19.01							
January 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	53639.42	3,423								
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4.523								
January 2017 January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7614.30	4,479								
		PO-1-XML PO-1-XML				N/A	67178.52	4,479	9.77							
January 2017	Pre-Ordering		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic											
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26253.76	6,311	4.16							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47120.81	3,373								
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3863.25	765	5.05							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780								
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3895.20	3,246	1.20							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622								
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,555	3,173	80.52%							
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	39	76								
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	466	555								
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,555	2,561								
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	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	LNP	Benchmark	95.00%	2,289	2,290	99.96%							
January 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	108	108								
January 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	175	179								
January 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	502	502								
January 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18								
January 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	22	60		48.19%	2	90	2.22%	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		-0.1070	-	50	2.22.70	1-1.7-70		5.02.07
December 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/Δ	1,244,310	1,244,440	99.86%						$\overline{}$	
December 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,945	21,945								
December 2016 December 2016		BI-3B BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A N/A	21,945	21,945	99.96%	2.09%	60.711	61.511	98.70%	11.33%	-5.20913	-4.1669
December 2016 December 2016	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21.945	2,287		2.09%	00,711	01,011	90.70%	11.33%	-5.20913	-4.1009.
December 2016 December 2016	Database Updates	DB-1B	neciprocal compensation (WOO):	Reciprocal Compensation		N/A N/A	21,945 3.466.468	21,945 3.229.169	100.00%							
		DB-1B DB-1C-1	All		Diagnostic		3,466,468		0.15							
December 2016	Database Updates			Directory Listing	Diagnostic	N/A		29,217								
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420								
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420								
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								
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925								
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		48.10%	10	19	52.63%	49.93%	-0.581737	-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								
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%	49.94%	0.589479	-0.641
	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	66.67%	47.14%	0.642636	-0.609
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
							-		100.00%	0.00%	10	15			-1.46385	-1.8899
December 2016 December 2016 December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	n n					66.67%	47.14%	-1.46385	
December 2016	Transcriber and Trapen.	MR-5B MR-5X	All Troubles Cleared w/i 4 Hours-Zone 2 Out of Service cleared w/i 24 hours	Unbundled Loop - DS1 Capable Business	Parity Parity	N/A N/A	6	5	60.00%	48.99%	356	616	57.79%	47.14%	-1.46385 -0.099554	-1.0608
December 2016 December 2016	Maintenance and Repair						3	5								

Month	PID Category	PID	PID Title	Product Category	Standard									CTL-Q Standard Deviation		
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	0.10	4:34	79:00	16	4:56	4:02	0.133245	-0.918993
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	1.02	3:24	12:46	1	12:46	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		1:51	12:46	1	12:46	0:00		
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	299:26	49		5:45	96:38	18	0.22	4:02	0.579873	-0.647462
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	84:50	-2.444271	-2.486011
December 2016	Maintenance and Repair	MR-6E	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	3:58	3:20	-0.032592	-1.019814
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	6:15	1	6:15	0:00	5:50	1	5:50	0:00		
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:08	6	2:51	0:41	51:35	13	3:58	3:20	-0.675382	-1.410603
December 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	26:24	8	3:18	0:44	29686:35	788	37:40	63:27	-1.524559	-1.926866
December 2016	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	- 11		28.75%	6	22		41.91%	-0.881176	-1.535717
December 2016		MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	- 1	0.00%	0.00%	3	22	22.7376	41.0170	-0.001170	-1.000/17
		MR-7D		UNBUNDLED LOOP - ADSL COMPATIBLE		N/A		1		0.00%			0.000/	0.000/		
December 2016	Maintenance and Repair		Repair Repeat Report Rate-Zone 1		Parity		0	8	0.0010		0	1	0.00%	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%	0.00%		
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	49		36.96%	5	22		41.91%	-0.595146	-1.361823
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%	33.15%	-0.345461	-1.210025
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	6.67%	24.94%	1.124338	-0.316451
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%	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	6.67%	24.94%	0.899435	-0.453182
December 2016	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	11.68%	32.12%	-1.023737	-1.622388
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	1.407		11.84%	34	2.439		11.72%	0.069937	-0.957481
December 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	20	70,788		0.53%	34	56,233		0.42%	0.439535	-0.732782
							2			0.53%	1					
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	60			4,121	326,985		11.16%	-0.875039	-1.531986
December 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	211		6.87%	37	2,778		11.46%	-1.048065	-1.637178
December 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	2,239	0.0010	5.97%	1	968	0.1070	3.21%	2.055442	0.24962
December 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	0.10%	3.21%	-0.39801	-1.241973
December 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	1.45%	11.96%	-0.991252	-1.602639
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%		37	2,771	1.34%	11.48%	-0.543495	-1.330422
December 2016	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%	9.97%	-10.732325	-7 52479
December 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A		33.960	0.02%	0.25%	4,002	400,100	1.00%	0.0170	10.702020	-2.927491
December 2016	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Taridem Ofc wi TGSR excl	LIS Trunk	Parity	N/A		13 087		0.25%						-2.927491
							1	,	0.0.70	0.09%						-2.974417
December 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	12	34,032								
December 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,087								
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	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	0	- 1	0.00%				1011070			
		OP-3D							0.0010							
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00% N/A	4	4	100.00%							
December 2016	Ordering and Provisioning	0. 00	Interval Zone 1 Areas	LIS Trunk	Parity	1471	2	2		0.00%						
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	121	123								
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
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	35	40	87.50%							
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		0.00%			30.0076	30.0078	-1	-1.007837
							4	4		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							
December 2016	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								
December 2016 December 2016	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	16	4	5.00							
							5	1		0			400.077	0		
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.0070	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%	0.00%		
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	47	47	100.00%	0.00%	2	4	50.00%	50.00%	-1.919967	-2.167257
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	I NP	Benchmark	95.00%	3.574	3 580		22.7070	.,504	L,ULL	2 10/0	23.4470	3221.40	5.525070
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6544.66	19.249	0.34		-					
December 2016 December 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		RESPONSE		N/A	6544.66 15825.84	19,249								
			Pre-Order Response Times (Address Validation)		Diagnostic			,								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22370.50	19,249								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3308.54	4,471								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3797.28	4,471	0.85							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.22	1,798	0.39							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1356.48	1,256	1.08							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2057.70	1,798								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3295.45	3.877	0.85							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8364.16	3,734								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11659.61	3,877								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8078.70	7,694	1.05							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14564 70	7 694			-					
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (det CSIV)	REQUEST	Diagnostic	N/A	2371.81	1,093								
	. ro-ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A	23/1.81	1,093								
	Dec Outsides															
December 2016 December 2016 December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic Diagnostic	N/A	3068.97	1,202								

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3315.00	6,500	0.01							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7924.84	12,782								
December 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11239.84	6,500								
December 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	246.33	1,071								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	773.96	1,759								
December 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1097.46	871								
December 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2117.75	1,759								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2467.25	3,475								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48167.14	2,558								
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	50634.39	3,475								
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								
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66721.92	6,726								
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26569.31	6,311	4.21							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46040.56	3,368	13.67							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15372.00	4,880	3.15							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3680.60	3,346	1.10							
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5266.12	1,522	3.46							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,248	2,827	79.52%							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	72	44.44%							
December 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	428	527	81.21%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,248	2,260								
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	2,200								_
December 2016	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	428	428								_
December 2016	Pre-Ordering Pre-Ordering	PO-2B PO-3X	Electronic LSRs Rejected Manually			N/A	324:28	428							-	-
December 2016 December 2016	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Diagnostic	N/A 95.00%	324:28	164								-
December 2016 December 2016		PO-5A-(a) PO-5A-(b)		Resale Aggregate	Benchmark Benchmark	95.00%	32 429	32 429								
	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs												
December 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	2.0	Benchmark	95.00%	2,066	2,066								
December 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	13	13	100.0070					<u> </u>		
December 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	182	184								
December 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	469	469								
December 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	20	20								
December 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	6	24		43.30%	12	92	13.04%	33.68%	-1.548915	-1.94167
November 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,584	1,584								
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	3 -4.72290
November 2016	Billing	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								
November 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520								-
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	FRTA	Diagnostic	N/A	41.760	41.760								_
November 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740								
November 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21.960	21.960								
November 2016	Electronic Gateway Availability	GA-4	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	21,900	21,900	100.00%							-
November 2016	Maintenance and Renair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable		N/A	3	10	30.00%	45 83%		16	50.00%	50.00%	0.590424	4 -0.64104
					Parity		3	10		1010070	8	16				-0.64104
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								
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								
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		48.65%	10				0.00000.0	
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	4 -1.09694
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	7 -1.79600
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	9 -0.9716
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	74:36	-0.401659	9 -1.24419
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	6:29	0.040117	7 -0.97561
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	0:00		
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	6:23	-0.486883	3 -1.29600
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	6:23	-0.285278	B -1.17343
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	141:00	26		4:23	93:27	15				
November 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	907:49	78				4,738				
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			51:21	10				
November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	4:27	2	2:13			10	5.00	4.10	0.404711	
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		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	2	2:59	0:39	51:21	10	5:08	4:13	-0.773562	2 -1.47029
November 2016 November 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	44:16	8		0:39 4:59	56737:46	1.004				
		MR-6E MR-7A		Onibunded Loop Arialog		N/A N/A	44:16	8			56737:46					
November 2016	Maintenance and Repair		Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity		0	2	0.00%	0.00%		4,109	12.78%			
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	10		30.00%	6	19				B -1.72241
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%			
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	0.00%	0	2	0.007			
November 2016 November 2016	manner and	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	16		24.21%	0	2	0.00%			
November 2016 November 2016 November 2016	Maintenance and Repair		Renair Reneat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	26		39.41%	6	10	0.110071			
November 2016 November 2016 November 2016 November 2016	Maintenance and Repair Maintenance and Repair	MR-7D						78	11.54%	31.95%	657				-0.309036	6 -1.1878
November 2016 November 2016 November 2016 November 2016 November 2016	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	9	70			657	5,168	12.71%			
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7E		Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A	1	6	16.67%	37.27%	2					
November 2016 November 2016 November 2016 November 2016 November 2016	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1				1 0									
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1 0		16.67%	37.27%						
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Maintenance and Repair	MR-7D MR-7E MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A N/A	0 0		16.67% 0.00%	37.27% 0.00%			16.67%	37.27%	0	0

Month	PID Category	PID	PID Title	Product Category	Standard							CTL-Q Denominator				
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%	10.57%	-0.078916	-1.047977
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	60	3.33%	17.95%	5,258	329,875	1.59%	12.52%	0.680407	-0.586342
November 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	211	0.00%		31	2,821	1.10%	10.43%	-1.47692	
November 2016		MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15		0.66%	8.10%	2	980	0.20%	4.51%	2.649206	0.610603
November 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	14,887	0.12%	3.48%	2	981 2.518	0.20%	4.51% 10.85%	-0.557985 -2 19301	
November 2016	Maintenance and Repair	MR-8		Unbundled Loop - DS1 Capable	Parity	1471	29	4,788	010110	7.76%	30	-,				-2.333255
November 2016 November 2016	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A N/A	86		0.00%	5 94%	6 240	2,813 490.338	1.10%	10.44% 11.21%	-0.493199 -12 448446	-1.299844 -8.568118
November 2016 November 2016		MR-8 MR-9A	Repair Appointments Met-Disp w/I MSA	Unbundled Loop Analog	Parity	N/A N/A	86	24,249	100.00%	5.94%	6,240 3.202	490,338	77.93%	11.21%	-12.448446 -0.752493	-8.568118
November 2016	Maintenance and Repair Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Residence LIS Trunk	Parity Parity	N/A	2	34.200	0.01%	0.00%	3,202	4,109	77.93%	41.47%	-0.752493	-2.959221
November 2016	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc WITGSR excl	LIS Trunk	Parity	N/A	0	13.111	0.01%	0.10%						-2.959221
November 2016		NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	34,224	0.00%	0.04%						-2.909700
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	13,111	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	-1.733253
November 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2		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	-2.657634
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							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	12	6	2.00							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	476	127	3.75							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	202	31	6.52							
November 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	59	15	3.93							
November 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
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	-1.246357
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	-1.916048
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	-2.144064
November 2016	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	26	26	100.00%							
November 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	10,072	10,074	99.98%							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6417.18	19,446	0.33							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15693.60	13,078	1.20							
November 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22110.78	19,446	1.14							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3072.24	4,267	0.72							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3564.94	4,267	0.84							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	704.38	1,718	0.41							
November 2016	Pre-Ordering		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	Diagnostic	N/A	11040.67	3,807	2.90							
November 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8012.59	7,351	1.09							
November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6542.40	5,640	1.16							
November 2016	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic											
November 2016	Dec Outsides		Pre-Order Response Times (Get CSR)			N/A	14554.99	7,351	1.98							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2284.37	1,093	2.09							
	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE	Diagnostic Diagnostic	N/A N/A	2284.37 603.72	1,093 1,161	2.09 0.52							
November 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	2284.37 603.72 2888.09	1,093 1,161 1,093	2.09 0.52 2.64							
November 2016 November 2016	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 (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	2284.37 603.72 2888.09 3804.08	1,093 1,161 1,093 6,793	2.09 0.52 2.64 0.56							
November 2016 November 2016 November 2016	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 (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 (Service Availability)	REQUEST RESPONSE TOTAL REGUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	2284.37 603.72 2888.09 3804.08 7014.70	1,093 1,161 1,093 6,793 12,754	2.09 0.52 2.64 0.56 0.55							
November 2016 November 2016 November 2016 November 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 PO-1-IMA GUI PO-1-IMA GUI	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 (Service Availability) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL RECALEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78	1,093 1,161 1,093 6,793 12,754 6,793	2.09 0.52 2.64 0.56 0.55 1.59							
November 2016 November 2016 November 2016 November 2016 November 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 PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75	1,093 1,161 1,093 6,793 12,754 6,793 1,075	2.09 0.52 2.64 0.56 0.55 1.59							
November 2016 November 2016 November 2016 November 2016 November 2016 November 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 PO-1-IMA GUI PO-1-IMA GUI	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 (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75	1,093 1,161 1,093 6,793 12,754 6,793 1,075	2.09 0.52 2.64 0.56 0.55 1.59 0.25							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 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 PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75 731.05	1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 980	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 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 PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	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 (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Th Reservation)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2284.37 603.72 2886.09 3804.08 7014.70 10818.78 268.75 731.05 1263.39 2263.19	1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Tervice Availability) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Qualifoxia) Pre-Order Response Times (TN Qualifoxia)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75 731.05 1263.39 2263.19 2306.04	1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 990 1,860 3,494	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66							
November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	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 (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Loop Cuall Tools) Pre-Order Response Times(Loop Cuall Tools)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST REQUEST REQUEST RESPONSE	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75 731.05 1263.39 2263.19 2306.04	1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 980 1,860 3,494 2,787	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66 19.09							
November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Deservation) Pre-Order Response Times (TO Quall Tools) Pre-Order Response Times(Loop Quall Tools) Pre-Order Response Times(Loop Quall Tools)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL TOTAL REQUEST RESPONSE TOTAL TOTAL	Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75 731.05 1263.39 2263.19 2306.04 53203.83	1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 980 1,860 3,494 2,787	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66 19.09							
November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (The Service) Pre-Order Response Times (The Service) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Validation XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REPONSE TOTAL REPONSE TOTAL REPONSE TOTAL REPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Diagnostic	N/A	2284.37 603.72 288.09 3804.08 7014.70 10818.78 288.75 731.05 1263.39 2263.19 2306.04 53203.83 55509.87 8593.70	1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 980 1,860 3,494 2,787 3,494	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66 19.09 15.89 1.90							
November 2016	Pre-Ordering	PO-1-IMA GUI	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 (TIN Reservation) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Cual Tools) Pre-Order Response Times(Loop Cual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL MREQUEST RESPONSE TOTAL XML RequestResponse XML RequestResponse	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10181.87 268.75 731.05 1283.39 2283.19 2306.04 53203.83 55509.87 8593.70 7830.09	1,093 1,161 1,093 6,793 12,754 6,793 1,075 1,860 980 3,494 2,787 3,494 4,553 4,579	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66 19.09 15.89 1.90 1.71							
November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	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 Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Top Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appl. Scheduler XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT ACCEPT RESPONSE TOTAL ACMARIA REQUEST RESPONSE TOTAL XML RequestResponse XML RequestResponse XML RequestResponse	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 288.75 731.05 2263.19 2263.19 2306.04 55203.83 55509.87 85903.70	1,083 1,161 1,083 6,783 12,764 6,783 1,075 1,860 980 1,880 2,787 3,494 4,523 4,579 6,976	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66 19.09 15.89 1.90 1.71							
November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	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 (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Cual Tools) Pre-Order Response Times(Loop Cual Tools) Pre-Order Response Times (Loop Cual Tools) Pre-Order Response Times (Appl. Scheduler XML) Pre-Order Response Times (Appl. Scheduler XML) Pre-Order Response Times (Appl. Scheduler XML)	REGUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCUEST RESPONSE TOTAL MEQUEST ACCEPT RESPONSE TOTAL MREQUEST RESPONSE TOTAL MREQUEST RESPONSE TOTAL MREQUEST AMIL RequestResponse XML RequestResponse XML RequestResponse	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 288.75 7311.05 1263.39 2263.19 2306.44 53203.83 55509.87 8593.09 67806.72 26188.94	1,083 1,161 1,083 6,783 12,724 6,783 1,075 1,860 980 1,860 3,494 2,787 3,494 4,523 4,579 6,976	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.22 0.66 19.09 15.89 1.90 1.71 9.72 4.14							
November 2016 November 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Get CSR XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL NOTAL REQUEST ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL XML RequestResponse XML RequestResponse XML RequestResponse XML RequestResponse	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75 731.10 2263.39 2263.19 2306.04 53203.33 55509.87 8593.70 7830.09 67806.72	1,083 1,161 1,083 6,793 12,754 6,783 1,075 1,860 980 1,860 2,787 3,494 4,523 4,579 6,976 6,321	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.22 0.66 19.09 15.89 1.90 1.71 9.72 4.14 13.97							
November 2016	Pre-Ordering	PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Lop Qual Tools) Pre-Order Response Times(Lop Qual Tools) Pre-Order Response Times (Lop Qual Tools) Pre-Order Response Times (Apotress Validation XML) Pre-Order Response Times (Apotress Validation XML) Pre-Order Response Times (Apotress Validation XML) Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML)	REGUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT REOUEST TOTAL ACCEPT RESPONSE TOTAL MREQUEST RESPONSE TOTAL MREQUEST AMIL RequestResponse XML RequestResponse	Diagnostic	NA N	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 288.75 7311.05 1263.39 2263.19 2306.44 53203.83 55509.87 8593.09 67806.72 26188.94	1,083 1,161 1,093 6,783 12,754 6,783 1,075 1,880 980 1,880 2,787 3,494 4,523 4,579 6,976 6,321	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66 19.09 15.89 1.90 1.71 9.72 4.14 13.97 5.11							
November 2016	Pre-Ordering	PO-1-IMA GUI PO-1-	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 (TN Reservation) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Meet Point Inquiry XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REOUST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL ARGUEST RESPONSE TOTAL XML RequestResponse	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 731.05 1283.39 2283.19 2306.04 53203.83 55509.87 8593.70 7830.09 67806.72 26168.94 47050.96 4011.35	1,083 1,161 1,093 6,793 12,724 6,793 1,075 1,860 980 1,860 2,787 3,494 4,523 4,579 6,976 6,976	2.09 0.52 2.64 4 0.56 0.55 1.59 0.25 0.39 1.29 1.22 0.66 19.09 1.71 9.72 4.14 13.97 5.11							
November 2016	Pre-Ordering	PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML	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 (Th Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appl. Scheduler XML) Pre-Order Response Times (Gept. Scheduler XML) Pre-Order Response Times (Gept. Scheduler XML) Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Roter Avail XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL AREQUEST RESPONSE TOTAL AREQUEST RESPONSE TOTAL XML RequestResponse	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75 731.05 1283.39 1283.39 2283.19 2306.04 53203.83 55509.87 67806.72 26188.94 47050.88 4011.35	1,083 1,161 1,083 6,783 12,754 6,783 1,075 1,860 980 1,880 2,787 3,494 4,523 4,579 6,577 6,321 1,3,888 7,85 4,780	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.29 1.90 1.90 1.71 9.72 4.14 1.97 5.11							
November 2016	Pre-Ordering	PO-1-IMA GUI PO-1-	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Lop Qual Tools) Pre-Order Response Times(Lop Qual Tools) Pre-Order Response Times(Lop Qual Tools) Pre-Order Response Times(Lop Gual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Lop Qual Tools XML)	REGUEST RESPONSE TOTAL REGUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL MEQUEST RESPONSE TOTAL MREQUEST RESPONSE TOTAL XML RequestResponse	Diagnostic	NA N	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 1283.39 2283.19 2306.04 55050.87 7830.09 67806.72 26188.84 47050.38	1,083 1,161 1,093 6,793 12,724 6,793 1,095 1,860 3,494 2,787 3,494 4,523 4,579 6,976 6,976 6,321 3,388 755 4,780	2.09 0.52 2.64 0.56 0.55 1.59 0.39 1.22 0.66 1.90 1.71 9.72 4.14 1.3,33 1.20 3.33							
November 2016	Pre-Ordering	PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML	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 (Th Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appl. Scheduler XML) Pre-Order Response Times (Gept. Scheduler XML) Pre-Order Response Times (Gept. Scheduler XML) Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Roter Avail XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL AREQUEST RESPONSE TOTAL AREQUEST RESPONSE TOTAL XML RequestResponse	Diagnostic	N/A	2284.37 603.72 2888.09 3804.08 7014.70 10818.78 268.75 731.05 1283.39 1283.39 2283.19 2306.04 53203.83 55509.87 67806.72 26188.94 47050.88 4011.35	1,083 1,161 1,083 6,783 12,754 6,783 1,075 1,860 980 1,880 2,787 3,494 4,523 4,579 6,577 6,321 1,3,888 7,85 4,780	2.09 0.52 2.64 0.56 0.55 1.59 0.25 0.39 1.29 1.29 1.90 1.90 1.71 9.72 4.14 1.97 5.11							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-O Numerator	CTL-O Denominator	CTL-O Result	CTL-Q Standard Deviation	Modified 7 Score	Parity Score
			The state of the s								CTL-Q (vullielator	CTE-Q Denominator	CTL-Q (Yesuit	CTE-Q Standard Deviation	Woullied Z Scole	r anty ocore
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)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	53	53	100.00%							
November 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	352	352	100.00%							
November 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,998	1,998	100.00%							
November 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	15	15	100.00%							
November 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	208	210	99.05%							
November 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	507	508	99.80%							
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	-7.520204