

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

## Washington December 2016 - December 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.

January 11, 2018

Month	PID Category	PID	PID Title	Product Category		Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,637	1,639	99.88%							
December 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,058,416	1,058,525	99.99%							
ecember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
December 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,025	2,032	99.66%	5.86%	45,516	45,847	99.28%	8.47%	-1.966762	-2.19570
December 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
December 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							
December 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2972.75	20,891	0.14							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
December 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	20	35.00%	47.70%	8	9	88.89%	31.43%	2.345717	0.4260
December 2017		MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	8	37.50%							
ecember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	20	50.00%	50.00%	9	10	90.00%	30.00%	1.787903	0.0869
ecember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	14	20	70.00%		-0.882735	-1.5366
ecember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
ecember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	14	20	70.00%	45.83%	-0.26082	-1.1585
December 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	5	20.00%	40.00%	308	597	51.59%	49.97%	0.953018	-0.4206
December 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	3	3	100.00%	0.00%	1,840	4,224	43.56%		-1.970837	-2.1981
December 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	63:39	3	21:13	2:01	47422:10	854	55:32		-1.016933	-1.6182
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	111:49	20	5:35	3:43	19:39	5	3:56	0.0.	0.930717	-0.4341
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:41	1	3:41	0:00	3:14	1	3:14	0:00		
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	73:58	8	9:15	13:14	3:14	1	3:14			
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	108:15	20	5:25	6:01	20:57	6	3:30	3:13	0.490189	-0.7019
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	569:00	45	12:39	8:34	161428:14	3,304	48:52		-2.780763	
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5:24	2	2:42	0:45	106:51	17	6:17	10:21	-0.463045	-1.2815
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	17:49	1	17:49	0:00	150:27	1	150:27	0:00		
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	22:54	8	2:52	1:10	106:51	17	6:17	10:21	-0.770754	-1.46858
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	14:01	1	14:01	0:00	48084:29	885	54:20	57:52	-0.696238	-1.4232
ecember 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22	1,080	2.04%	14.13%	29	2,074	1.40%	11.74%	1.449756	-0.1186
ecember 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	68,584	0.00%	0.38%	1	54,490	0.00%	0.43%	-0.153406	-1.0932
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%		3,805	286,384	1.33%	11.45%	-0.81221	-1.49378
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	3	226	1.33%	11.44%	30	2,379	1.26%	11.16%	-0.140372	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1,617	0.06%	2.49%	1	979	0.10%	3.19%	-0.311555	-1.1894
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	12,762	0.06%	2.50%	1	979	0.10%		-0.372478	-1.2264
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	28	4,006	0.70%	8.33%	30	2,120	1.42%		-2.257546	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		30	2,366	1.27%		-0.451773	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	46	20,964	0.22%	4.68%	4,546	431,829	1.05%	10.21%	-11.544838	-8.01876
December 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	33,096	0.00%	0.02%						-2.99297
December 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%	0.02%						-2.99371
December 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13		0.04%							
December 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%							
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	46	3	15.33							
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112	4	28.00	0.00						
December 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	2	0.00%							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	48	50	96.00%							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	21	24	87.50%	33.07%						
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	144	147	97.96%							
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	6	8	75.00%							
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	8	100.00%							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	7	2	3.50							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	8	1	8.00	0.00						
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	44	2	22.00							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	142	42	3.38							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40	8	5.00							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	195	49	3.98							
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	6	1	6.00							
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
December 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,103	4,107	99.90%							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6822.90	19,494	0.35							
ecember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16262.35	12,805	1.27							
ecember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23085.25	19,494	1.18							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.10	4,905	0.82							
ecember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4611.22	4,905	0.94							
ecember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	678.30	1,785	0.38							
ecember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.48	1,231	1.08							
ecember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2007.78	1,785	1.12							
ecember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3235.53	3,719	0.87							
ecember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7239.00	3,810	1.90							
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10474.53	3,719	2.82							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7843.80	7,690	1.02							
ecember 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6640.50	5,825	1.14							
									1.88							

	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator C			LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity
cember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TL GOLO I	Diagnostic	N/A	2354.40	1,080	2.18							
ember 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	626.94	1,161	0.54							
mber 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2981.34	1,080	2.76							
mber 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3885.15	6,585	0.59							
mber 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.75	13,425	0.59							
mber 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11805.90	6,585	1.79							
mber 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	282.50	1,130	0.25							
mber 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	873.54	1,899	0.46							
ember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1226.36	989	1.24							
ember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2382.40	1,899	1.25							
ember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2482.00	3,650	0.68							
ember 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53331.04	2.801	19.04							_
ember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55813.04	3,650	15.29							_
ember 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Address Validation XMI.)	XMI Request/Response	Diagnostic	N/A	8588 50	4 825	1.78				_			-
ember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8251.88	4,534	1.82							-
ember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scheduler XWL)	XML Request/Response		N/A	67146.73	6,901	9.73							-
					Diagnostic		0									_
mber 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26733.00	6,365	4.20							
mber 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48301.60	3,490	13.84							
ember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4000.00	800	5.00							
mber 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17608.50	5,031	3.50							
mber 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3926.00	3,020	1.30							
mber 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5518.70	1,595	3.46							
mber 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,790	2,177	82.22%							_
mber 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	37	72 97%							1
mber 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	359	78.55%							-
mber 2017		PO-2A PO-2B	All Flow-through Eligible LSRs	I NP		N/A N/A	1,790	1.797	99.61%							-
	Pre-Ordering				Diagnostic	N/A N/A	1,790									-
nber 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic			27	100.00%							-
nber 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	283	99.65%							
nber 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	589:00	246	2:24							
ber 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27	100.00%							
ber 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	278	278	100.00%							
nber 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,639	1,639	100.00%							
nber 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							
ber 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	135	136	99.26%							_
nber 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	336	337	99.70%							-
nber 2017		PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%				_			-
ber 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	15	33.33%	47.14%		69	1.459	6 11.95%	-9.364805	5
				Unbundled Loops and Number Portability			1.594	1.0		47.14%	1	65	1.459	6 11.95%	-9.364805	-
nber 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A		1,594	100.00%							
nber 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	962,736	962,736	100.00%							
nber 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
mber 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	99.279	8.49%	-3.80236	6
mber 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
mber 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,000,507	2,972,123	1.01							
mber 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4129.38	24,408	0.17							
mber 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
mber 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29.520	29.520	100.00%							
mber 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XMI	Diagnostic	N/A	29.520	29.520	100.00%							_
mber 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							_
mber 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RenairGUI	Diagnostic	N/A	40.740	40.740	100.00%							-
nber 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE		N/A	10)1.10		100.00%							-
					Diagnostic		26,880	26,880	100.00%							_
mber 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
nber 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
nber 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	58.82%	49.22%	10	11	90.919	6 28.75%	1.427968	В
ber 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%						
ber 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%							
ber 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	41.67%							
ber 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	46	45.65%	49.81%	12	13	92.319	6 26.65%	2.817371	i .
ber 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				-0.299654	
ber 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%						
ber 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	12	16	75.009	6 43.30%	0.024577	/
ber 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	12	25.00%	43.30%	303	697			0.985589	
ber 2017	Maintenance and Repair	MR-6D	Out or Service cleared w/l 24 nours  Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable		N/A	73:28	12	4:19	43.30%	22:50				1.264641	
		MR-6D MR-6D			Parity			17			22:50	9	2:3:	4 1:38	1.264641	-
ber 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	56:14	1	56:14	0:00						
nber 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	21:3		-0.740585	
nber 2017		MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	183:42	24	7:39	11:06	64:48	3			-0.711678	
ber 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	237:26	46	5:10	2:42	28:40	11				
ber 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	485:48	39	12:27	9:51	171737:14	3,469	49:3	50:31	-4.554863	į.
ber 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	3:2		0.852386	ś
er 2017		MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	14:06	1	14:06	0:00						
er 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	3:2	7 2:04	-0.00752	,
per 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	90:19	2	11:17	8:52	40233:13	850			-2.339334	
	Maintenance and Repair	MR-6E MR-7D				N/A	90.19	17								
ber 2017			Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity		4	17	23.53%	42.42%	0	14	0.009	6 0.00%	1.435028	-
ber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						-
ber 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%	0	5				
ber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	24	16.67%	37.27%	0	5	0.009	6 0.00%	0.132254	
ber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	46	13.04%	33.68%	0	14	0.009	6 0.00%	0.888643	š
per 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	1	39	2.56%	15.81%	515	3,770	13.669	6 34.34%	-2.007432	4
ber 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7	14.29%	34.99%	3				-0.252397	
ber 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A		1	0.00%	0.00%	3		10.707	. 55.0576	0.202087	1
JUI 2011	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	- 1	1	50.00%	50.00%	2	16	18 759	39.03%	0.239836	
hor 2017	iviaii itelialite aliu repali			Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	1	2	12.50%	33.07%	107	903	10.107		-0.350752	
ber 2017	Maintenance and Denair								12.50%							
ber 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	1.089	2.20%	14.68%	27				2.180303	

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator				CTL-Q Numerator	CTL-Q Denominator		TL-Q Standard Deviation	Modified Z Score	Parity Score
November 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2		0.0070	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%	11.39%	-0.815717	-1.49592
November 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0				30	2,404	1.25%	11.10%	-1.622228	
November 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4			4.91%	5	936	0.53%	7.29%	-0.980562	
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24			4.30%	5	936	0.53%	7.29%	-1.41308	
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48			10.81%	29	2,142	1.35%	11.56%	-0.552182	
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		30	2,392	1.25%	11.13%	-0.449296	-1.27315
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	47			4.72%	4,673	436,347	1.07%	10.29%	-11.655261	-8.08589
November 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18		0.0010	0.27%						-2.84310
November 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2			0.13%						-2.94743
November 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	20									
November 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5									
November 2017	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	30			0.00						
November 2017	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	36	4		0.00	32					
November 2017	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A N/A	33	1	0.00	0.00	51.995	312	32.00 166.65	0.00 222.68	-0.599223	-1.36430
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	Unbundled Loop Analog  UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A	33		33.00 100.00%	0.00%	51,995	312	166.65	222.68	-0.599223	-1.36430
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4			0.00%						
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	0.00%	0.00%			100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	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%	1	1	100.00%	0.00%	140	312	40.79%	49.90%	3.719016	1.20100
November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5		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			0.00%	3	3	100.00%	0.00%		
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	18			30.00%	4	4	100.00%	0.00%	-1.309172	-1.7959
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	90.00%	98			30.00%	1	1	100.00%	0.00%	-1.308172	-1.7 958
November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	98									
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	90.00% N/A	2	4	100.00%	0.00%	2	2	100.00%	0.00%		
November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS TRUNK  LINBUNDI ED LOOP - ADSL COMPATIBLE	Benchmark	N/A 90.00%	- 2	1	100.00%	0.00%	3	3	100.00%	0.00%		
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0	1	0.00%							
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded  Unbundled Loop - DS1 Capable	Parity	90.00% N/A	2			0.00%	0	4	0.00%	0.00%		
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	N/A 90.00%	2	2	100.00%	0.00%	U	1	0.00%	0.00%		
November 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	4	2	2.00							
November 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	198	-								
November 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	75									
November 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	195									
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	26		6.50							
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4		4.00	0.00						
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	42			0.00						
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	42		1.00							
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	7	7	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2		0.00%	,	4	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1		0.00%	1	1	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77		0.00%	1	1	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	21			20.83%	. 4	4	100.00%	0.00%	-1.020076	-1 620163
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	101			23.01%	816	872	93.58%	24.51%	-0.324377	-1.197207
November 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	INP	Benchmark	95.00%	100									
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6626.60									
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16112.88									
November 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22739.48									
November 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3969.00	4,900								
November 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4521.00		0.92							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1,780	0.39							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1306.98									
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.18	1,780	1.12							
November 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3196.62	3,717								
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7612.00	3,806	2.00							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10808.62	3,717	2.91							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7868.17	7,639	1.03							
November 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60									
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14444.77	7,639	1.89							
November 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2345.77	1,081								
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.00	1,150	0.56							
November 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2989.77	1,081	2.77							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3817.56	6,582	0.58							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7784.18	13,421	0.58							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11601.74	6,582	1.76							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	270.72	1,128	0.24							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	890.65	1,895	0.47							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1201.70	985	1.22							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2363.07	1,895	1.25							
November 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2428.75	3,625	0.67							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51723.54	2,718	19.03							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54152.29	3,625								
November 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							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8195.68		1.81							
November 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							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26084.20									
	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							
November 2017		PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4074.90									
November 2017 November 2017	Pre-Ordering															
	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17068.00	5,020	3.40							
November 2017		PO-1-XML PO-1-XML	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	17068.00 3922.10									

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 Scr
lovember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,974	2,489	79.31%							
vember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	52	67.31%							
vember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate  LNP	Diagnostic	N/A N/A	395	584	67.64%							
vember 2017	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A N/A	1,974	1,983	99.55% 100.00%							-
vember 2017 vember 2017		PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	35 396	99.75%							
vember 2017 vember 2017	Pre-Ordering Pre-Ordering	PO-2B PO-3C	I SRs received via facsimile	Unbundled Loop Aggregate	Diagnostic	N/A	43:17	396	43:17							
vember 2017 vember 2017		PO-3C PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic Diagnostic	N/A	455:12	253	1:48							
ovember 2017 ovember 2017	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)		Product Aggregate	Benchmark	95.00%	455:12	253	100.00%							
ovember 2017 ovember 2017	Pre-Ordering Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Resale Aggregate Unbundled Loop AGG-EELs		95.00%	35	35	100.00%							
ovember 2017 ovember 2017	Pre-Ordering Pre-Ordering			I NP	Benchmark Benchmark	95.00%	1.791		100.00%							
ovember 2017 ovember 2017	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate		90.00%	1,791	1,791	100.00%							
	Pre-Ordering Pre-Ordering				Benchmark Benchmark				96.04%							
ovember 2017 ovember 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	Benchmark	90.00%	218 442	227 442	100.00%							
ovember 2017 ovember 2017	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							
ovember 2017 ovember 2017	Pre-Ordering Pre-Ordering	PO-SD PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	12	12	27.78%	44.79%		50	2.00%	14.00%	-6.698603	3 -5.072
ctober 2017	Billing	PU-9B BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.527	1.529	99.87%	44.79%	- 1	50	2.00%	14.00%	-6.698603	-5.072
ctober 2017	Billing	BI-3A			Diagnostic	N/A	1,527	1,029	100.00%							
			Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate		N/A										_
tober 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic		4,840	4,840	100.00%	4.53%				9.67%		
tober 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	8 -3.238
tober 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,840	4,840	100.00%							_
tober 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,626,449	3,599,644	1.01							_
tober 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5786.33	29,495	0.20							_
tober 2017	Electronic Gateway Availability	GA-1	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%							
ober 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
ober 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
tober 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
tober 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
tober 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
tober 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
tober 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	7	8	87.50%		1.075723	3 -0.34
tober 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%	0	1	0.00%	0.00%		
ober 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	8	25.00%							
ober 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	13	61.54%							
ober 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	25	41	60.98%	48.78%	5	6	83.33%		0.580117	
ber 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%	8	13	61.54%	48.65%	-0.213574	4 -1.1
ober 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	8	13		48.65%	-0.483933	
ober 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	317	619	51.21%	49.99%	-0.637744	4 -1.38
ober 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	3:19	1	3:19	0:00	114575:56	2,791	41:03	39:07	-0.964385	5 -1.5
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30:19	8	3:47	1:28	17:40	5	3:32	2:02	0.032592	2 -0.98
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	27:56	1	27:56	0:00	16:17	1	16:17	7 0:00		
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	42:44	8	5:21	1:53	11:00	3	3:40	2:01	0.199336	6 -0.87
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	56:55	13	4:23	3:53	11:00	3	3:40	2:01	0.25076	6 -0.84
tober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	174:53	41	4:16	3:34	11:20	3	3:47	7 2:51	-0.168741	1 -1.10
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	621:14	44	14:07	9:57	133674:15	3,412	39:11	38:23	-4.302324	4 -3.6
ober 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:28	6	3:45	3:36	48:18	10	4:50	2:22	-0.886958	8 -1.5
ober 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11:55	4	2:59	1:11	48:18	10	4:50	2:22	-1.319983	3 -1.8
ober 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	136:40	12	11:23	9:01	31906:28	762	41:52	2 36:59	-2.832792	2 -2.7
ober 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	424	2,888	14.68%	35.39%	-0.414751	1 -1.25
ober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	1	10		30.00%	-0.702728	8 -1.4
ber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
ober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	8	0.00%	0.00%	1	3			-1.044466	6 -1.
ber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	13	7.69%	26.65%	1	3				
ber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	41	24.39%	42.94%	1	10			0.519416	
ber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	44	4.55%	20.83%	507	3,638			-1.787864	
ober 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%	0	13				1
ber 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	0	13			0.721522	2 -0.5
ber 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	12	8.33%	27.64%	107	808				
ber 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	1,112	1.26%	11.15%	21	2,114			0.722997	
ber 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,280	0.00%	0.38%	1	55,134			-0.15237	
ber 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	52	1.92%	13.73%	3,702	293,991	1.26%		0.043456	
ber 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	221	0.00%	10.1076	23	2.416				
ber 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	1.700	0.47%	6.84%	3	936	0.0010		0.652339	
her 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	13.074	0.47%	3.15%	3	936			-1 155965	
ber 2017 ber 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	45	4.094	1.10%	10.43%	19	2.155	0.000.0		0.874217	
ber 2017 her 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DST Capable Unbundled Loop - XDSLi	Parity	N/A	45	4,094	0.00%	10.43%	23	2,135				
ber 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	56	21.240	0.00%	5.13%	4,446	441.601	1.01%		-10.596764	
er 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	30	21,240	100.00%	0.00%	2.482	2.888			-10.596764	
er 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	13	33.696	0.04%	0.00%	2,402	4,000	05.5470	34.7076	-0.4043//	-2.1
ber 2017	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandelli Olc Wi TGSR excl	LIS Trunk	Parity	N/A	13	13.063	0.04%	0.19%						-2.9
per 2017 per 2017	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc Wi TGSR excl	LIS Trunk		N/A	13	13,063	0.01%	0.07%						-2.1
per 2017 per 2017	Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A N/A	13	33,696 13,063	0.04%							-
		OP-15A			Diagnostic	N/A N/A	1	13,063	6.00							-
ber 2017	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic		6	1								-
ber 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	6	3.00	0.00			100			-
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	13	1	13.00	0.00	49,337	299	165.01	1 222.36	-0.682455	5 -1.4
	Ordering and Provisioning	01 100 110	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	6	0.00%	0.00%						
ber 2017					Parity	N/A	1	1	100.00%	0.00%	145	299	48.49%	49.98%	3.719016	6 1.2
ber 2017 ber 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog												
ober 2017 ober 2017 ober 2017 ober 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	702	703			-0.037716	
ber 2017 ber 2017							1 1	1						3.77%		

Month	PID Category	PID	PID Title	Product Category	Standard						CTL-Q Numerator	CTL-Q Denominator		CTL-Q Standard Deviation		
October 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	24			19.60%	2	3	66.67%	47.14%	-1.018402	-1.619145
October 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	39	39	100.00%							
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	4	20.0070							
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10								
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154									
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	124	26	4.77							
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	194									
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	27	3	9.00							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30									
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							
October 2017	Ordering and Provisioning	OP-5A	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 Provisioning	OP-5A	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 Provisioning	OP-5A	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 Provisioning	OP-5A	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 Provisioning	OP-5A	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	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,936	2,937	99.97%							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6631.70	19,505	0.34							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15987.50	12.790	1.25							
October 2017	Pre-Ordering	PO-1-IMA GUI	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									
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4439.10	.,	0.00							
October 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scrieduler)  Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	698.00									
October 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1291.50	.,,								
October 2017 October 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Assignment)	TOTAL		N/A	1291.50									
October 2017 October 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI		REQUEST	Diagnostic	N/A N/A	1989.50 3157.75	.,,								
October 2017 October 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7986.30									
					Diagnostic	1411										
October 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11144.05									
October 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7782.60	.,,								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6512.80									
October 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14295.40	.,,								
October 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2382.72									
October 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.36	.,,	0.00							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3045.08	1,088								
October 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3751.17	0,00								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7772.00	13,400	0.58							
October 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11523.17	0,00								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	253.00	1,100	0.23							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	864.80	1,880	0.46							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1187.01	981	1.21							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2304.81	1,880	1.23							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2498.49	3,621	0.69							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51544.20	2,710	19.02							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54042.69	3.621	14.92							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8440.25	4.823	1.75							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8141.40	4.523	1.80							
October 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Facility Check XMI.)	XMI Request/Response	Diagnostic	N/A	67107.81	6.897								
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26670.00	6.350	4.20							
October 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48371.80									
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3999.60	792								
October 2017	Pre-Ordering Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Service Avail XMI )	XML Request/Response	Diagnostic	N/A	17552.50									
October 2017 October 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)  Pre-Order Response Times (TN Reservation XML)	XML Request/Response  XML Request/Response	Diagnostic	N/A	3612.00									
October 2017 October 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (TN Reservation XML)  Pre-Order Response Times(Connecting Fac Assan XML)	XML Request/Response  XML Request/Response		N/A N/A	3612.00 5504.86									
October 2017 October 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML)  All Electronic LSRs	XML Request/Response	Diagnostic	N/A N/A		.,,								
October 2017 October 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs		Diagnostic Diagnostic	N/A N/A	2,216									
				Resale Aggregate W/O UNE-P-POTS		1411										
October 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369									
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,216									
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52									
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369									
October 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:15		1:25							
October 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	565:30									
October 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	50									
October 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	385									
October 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,034	2,034	100.00%							
October 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14									
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		49.30%	1	64	1.56%	12.40%	-14.551534	-9.846705
September 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,618	1,623	99.69%							
September 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1.053.953									
September 2017		BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,790	.,,								
September 2017		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2 136			5 29%	51.391	51 958	98.91%	10.39%	-3.541261	-3.15293
September 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation		N/A	5,790	5,790		3.2976	31,381	51,930	30.3176	10.59%	-3.541201	5.15285
September 2017 September 2017	Datahase Undates	DB-1B	Reciprocal Compensation (MOO):	LIDB	Diagnostic Diagnostic	N/A	5,790									
			7 531			1411	0,000,011	1,1.00,1.1								
September 2017		DB-1C-1	All	Directory Listing	Diagnostic	N/A	4367.93									
	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,340									
		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
September 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
September 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
September 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							
September 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
	Electronic Gateway Availability	GA-4	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								
eptember 2017	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	5 -1.84
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	0.010010							
	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	0.000.00							
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	7 0.011
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	4 -1.096
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	9 -1.741
September 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	11	15		44.22%	371	601	61.73%	48.60%	-0.913234	4 -1.555
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	4 -1.584
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				
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	142:16	24		8:46	11:21	3	3:47			
September 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	150:59	28		2:34	50:21	12				
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		2,890				1 -3.837
		MR-6E										2,890				
September 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	42:37	6		7:40	67:45	/	9:41	10:25	-0.44427	7 -1.270
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:52	1	0:52	0:00						
September 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:38	2		1:05	76:53	8				
September 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	32:27	2	16:13	7:54	29156:47	756		43:35	-0.724023	3 -1.440
September 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	8	20.0070	43.30%	3	15			-0.217854	
September 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%	40.00%	0	3	0.00%	0.00%	-0.318639	9 -1.193
September 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	24	12.50%	33.07%	0	3	0.00%	0.00%	-0.50143	3 -1.304
September 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	0	28	0.00%	0.00%	3	14	21.43%	41.03%	-1.595448	B -1.969
September 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	51	7.84%	26.88%	378	3,171		32.40%	-0.891493	
	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%	370	13			0.00000	
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0		0.00%	0.00%		13	20.00%	42.1370	1.109700	1.074
September 2017 September 2017	Maintenance and Repair  Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	- 0	1	50.00%	50.00%	2	13	23.08%	42.13%	0.059717	7 -0.963
September 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog		N/A	- 1	2	50.00%	50.00%	114			42.13% 34.88%	0.039717	
- op 10111					Parity		1	-						0.110071	0.00.000	
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14		1.20%	10.88%	26	2,154			-0.023826	6 -1.014
p	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,520	0.00%	0.38%	0	55,812	0.0070			
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	
September 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220	0.00%		27	2,457		10.43%	-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	0.31%	5.58%	-0.13113	3 -1.079
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	B -1.429
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	30	4,176	0.72%	8.45%	26	2,192	1.19%	10.83%	-1.638056	6 -1.995
September 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	7 -1.271
September 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	53	21,614	0.25%	4.95%	3,975	445,984	0.89%	9.40%	-9.869832	2 -7.000
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	13		0.04%	0.24%						-2.886
September 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2		0.01%	0.07%						-2.964
September 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13		0.01%	0.07 70						-2.504
September 2017		NI-1D	Trunk Blockage to CTL-Q Fail dell'i Olc W/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	00,000	0.04%							
	Network Performance	OP-3C				N/A		,	100.00%	0.00%		715	99 16%	9 12%	-0.159002	
	Ordering and Provisioning		No dispatches	Residence	Parity		3	3	1.0010010	0.00.00	709	/15			-0.159002	2 -1.096
September 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
September 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	91	91	100.00%							
September 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13		00.0070	47.70%						
September 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	29	30	96.67%							
September 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19	19	100.00%							
September 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
September 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	5	5	100.00%							
September 2017	Ordering and Provisioning	OP-3E	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	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	7	85.71%							
September 2017	Ordering and Provisioning	OP-4C	No dispatches	Poridono	Parity	N/A	1	- 1	1.00	0.00	301	271	1.11	0.57	-0.192807	7 -1.117
September 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	225	77	2.92	0.00	001	271		0.01	0.102001	
September 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wile Non-Edaded  Unbundled Loop - DS1 Capable	Benchmark	5.50	146	20	7.30							-
September 2017 September 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable  Unbundled Loop Analog	Benchmark	6.00	146									-
								30								
September 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	15	3	5.00							
September 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	8		8.00	0.00						
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	15		3.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
September 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	33	7	4.71							
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.0070	0.00%	8	8	100.00%	0.00%		
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3	100.00%	0.00%	1,809	2,012	89.91%	30.12%	-0.579783	3 -1.352
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	111	112	99.11%	9.41%	3	3	100.00%	0.00%	-1.941696	6 -2.180
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	24	100.00%	0.00%	1	1	100.00%	0.00%		
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	35	37	94.59%	22.61%	1,515	1,643	92.21%	26.80%	-0.535328	B -1.325
September 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,472	3,478	99.83%							
September 2017		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6435.00	19.500	0.33							_
September 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15360.00	12,800	1.20							_
September 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21795.00	12,800	1.12							_
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	3963.33	19,500	0.81							-
		PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL		N/A N/A										-
September 2017			Pre-Order Response Times (Appt. Scheduler)		Diagnostic		4484.27	4,893	0.92							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	696.00									
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.24	1,206	1.04							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1950.24	1,740	1.12							
September 2017			Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3118.08	3,712	0.84							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7980.00	3,800	2.10							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11098.08	3,712	2.99							
September 2017																

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	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6555.13	5,801								
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14254.36	7,623								
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2374.02	1,089	2.18							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	649.80	1,140	0.57							
September 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3023.82	1,089								
September 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3684.80	6,580								
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7859.39	13,321								
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11544.19	6,580								
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.31	1,097								
September 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	860.20	1,870								
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1176.00									
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2288.51	1,870								
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2461.60									
September 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51555.12	2,712								
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54016.72									
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8243.91	4,821								
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8047.38	4,521								
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67019.40	6,895								
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26446.14									
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47981.96	3,482								
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3997.40									
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17581.59	5,009								
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3615.60									
September 2017	Pre-Ordering	1 0 1 70112	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5501.40	1,590								
September 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs	LNP	Diagnostic	N/A N/A	2,175	2,777								
September 2017				Resale Aggregate W/O UNE-P-POTS	Diagnostic		26									
September 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	356	420								
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	LNP Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	2,175 26	2,185 26								
					Diagnostic											
September 2017 September 2017	Pre-Ordering	PO-2B PO-3C	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	356 101:18	358	99.44%							
September 2017 September 2017	Pre-Ordering	PO-3C PO-3X	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A N/A	101:18 765:18	301								
September 2017 September 2017	Pre-Ordering	PO-3X PO-5A-(a)	Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs	Product Aggregate	Diagnostic	N/A 95.00%	/65:18 25	301								
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-5A-(a) PO-5A-(b)		Resale Aggregate	Benchmark Benchmark	95.00%	25 351	354								
September 2017 September 2017		PO-5A-(b)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs LNP		95.00%	1,973	1,975								
September 2017 September 2017	Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs  FOCs on Time for Electronic/Manual LSRs		Benchmark	95.00%	1,973	1,975	100.00%							
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	50.0070	129	129								
September 2017 September 2017		PO-5B-(b) PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark Benchmark	90.00%	129 521	522								
September 2017 September 2017	Pre-Ordering	PO-5B-(c) PO-5C-(c)		LNP		90.00%	521	522	100.00%							
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LIS Trunk	Benchmark Benchmark	90.00%	1	1	100.00%							
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-SD PO-9B	FOCs provided for ASRs requesting LIS Trunks.	Unbundled Loops and Number Portability		85.00% N/A	10	16	100.0070	48.41%		72	4.17%	19.98%	-10.56207	-7.42128
		PU-9B BI-2	Unbundled Loops Invoices Delivered within 10 Days	All	Parity	N/A N/A	1 740	1.742		48.41%	3	12	4.17%	19.98%	-10.56207	-7.42128
August 2017 August 2017	Billing Billing	BI-3A		UNEs and Resale Aggregate	Parity by Design	N/A	1,108,807	1,108,807								
August 2017 August 2017		BI-3A BI-3B	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A N/A	1,108,807	1,108,807								
August 2017 August 2017	Billing Billing	BI-3B	Billing Accuracy - Adjustments for Errors  UNEs and Resale Aggregate	Reciprocal Compensation  UNEs and Resale Aggregate	Diagnostic Parity	N/A N/A	2,785			5.34%	86.255	86,726	99.46%	7.35%	-1.816588	-2.10440
		BI-4A BI-4B		Reciprocal Compensation		N/A N/A	2,785	2,793 5,696			86,255	86,726	99.46%	7.35%	-1.816588	-2.10440
August 2017 August 2017	Billing Database Updates	DB-1B	Reciprocal Compensation (MOU): All	LIDB	Diagnostic	N/A N/A	4,803,802									
August 2017 August 2017	Database Opdates  Database Updates	DB-16	All	Directory Listing	Diagnostic	N/A	5383 47	31 907								
August 2017 August 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic Diagnostic	N/A	30,600	30,600								
		GA-1	Gateway Availability - LSR	SIA		N/A	30,600	30,600								
August 2017 August 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic Diagnostic	N/A	30,600									
August 2017 August 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	FRTA	Diagnostic	N/A	43.200	43.200								
August 2017 August 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180									
		GA-4	System Availability - Repail	FASE		N/A	27,960	27,960								
August 2017 August 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-4	System Availability - ASR System Availability - ASR	EXACT	Diagnostic Diagnostic	N/A N/A	21,960	21,960	100.00%							
August 2017 August 2017	Electronic Gateway Availability  Electronic Gateway Availability	GA-4	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A N/A	0	0								
August 2017 August 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	0	88.89%	31.43%	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	LIS Trunk	Parity	N/A N/A	8	9	0.00%	0.00%	14	15	80.33%	24.94%	-0.304339	-1.10002
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	Diagnostic	N/A N/A	0	1	80.00%	0.00%						
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 - 2 Wire Non-Loaded	Diagnostic	N/A 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 - 2 Wire Non-Loaded  Unbundled Loop - DS1 Capable	Parity	N/A	17	39		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 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29	2		50.00%	12					
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%	0.00%	0	14	0.00%		0.30332	0.70374
gun =011			All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%	0.30%		'	0.00%	0.00%		
	Maintenance and Repair	MR-5B			Parity	N/A	5	0	55.56%	49.69%	12	15	80.00%	40.00%	0.814728	-0.5046
August 2017			All Troubles Cleared w/i 4 Hours-Zone 2		- unity		4	7	57.14%		307	573				
August 2017 August 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5B 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	N/A										1.11-20
August 2017 August 2017 August 2017	Maintenance and Repair Maintenance and Repair	MR-5B	Out of Service cleared w/i 24 hours	Business	Parity Parity		9		100.00%	0.00%	1.524	3 480	43 68%			-1.97600
August 2017 August 2017 August 2017 August 2017	Maintenance and Repair	MR-5B MR-5X			Parity	N/A N/A N/A	2 23:04	2	100.00%	0.00%	1,524 94342:50	3,489 2.421	43.68%	49.60%		
August 2017 August 2017 August 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5B MR-5X MR-5X	Out of Service cleared w/i 24 hours Out of Service cleared w/i 24 hours Mean Time to Restore-Disp w/i MSA	Business SUB-LOOP UNBUNDLING		N/A	2 23:04	1		0:00	94342:50	3,489 2,421 741		49.60% 32:58	-1.605386 -0.482372	-1.29326
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5B MR-5X MR-5X MR-6A	Out of Service cleared w/i 24 hours Out of Service cleared w/i 24 hours	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING	Parity Parity	N/A N/A	2	1 1 9	23:04 22:24	0:00	94342:50	2,421 741	38:58 32:58	49.60% 32:58 30:37	-1.605386 -0.482372 -0.343334	-1.29326 -1.20873
August 2017 August 2017 August 2017 August 2017 August 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6A MR-6B	Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore-Disp wii MSA Mean Time to Restore disp out MSA	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING	Parity Parity Parity Parity	N/A N/A N/A N/A	2 23:04 22:24		23:04 22:24 3:17	0:00 0:00 1:48	94342:50 24392:25 25:27	2,421	38:58 32:58	49.60% 32:58 30:37	-1.605386 -0.482372 -0.343334	-1.29326 -1.20873
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6A MR-6B MR-6B	Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore-Disp wii MSA Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity Parity	N/A N/A N/A	2 23:04 22:24 29:36		23:04 22:24	0:00 0:00 1:48	94342:50 24392:25 25:27	2,421 741	38:58 32:58	49.60% 32:58 30:37 1:14	-1.605386 -0.482372 -0.343334 1.607248	-1.29326 -1.20873
August 2017 August 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6A MR-6B MR-6D MR-6D	Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore-Disp wii MSA Mean Time to Restore idisp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	2 23:04 22:24 29:36 89:00 12:59	9 1 5	23:04 22:24 3:17 89:00 2:36	0:00 0:00 1:48 0:00 1:47	94342:50 24392:25 25:27 7:02	2,421 741	38:58 32:59 2:07	49.60% 32:58 30:37 1:14	-1.605386 -0.482372 -0.343334 1.607248	-1.29326 -1.20873
August 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6A MR-6B MR-6D MR-6D MR-6D	Out of Service cleared w/i 24 hours Out of Service cleared w/i 24 hours Mean Time to Restore-Disp w/i MSA Mean Time to Restore disp out MSA Mean Time to Restore interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Exhanded Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A	2 23:04 22:24 29:36 89:00	9 1 5	23:04 22:24 3:17 89:00 2:36 4:20	0:00 0:00 1:48 0:00 1:47 2:38	94342:50 24392:25 25:27 7:02	2,421 741	38:58 32:58 2:07 7:00 7:00	49.60% 32:58 30:37 1:14 2 0:00	-1.605386 -0.482372 -0.343334 1.607248	-1.29326 -1.20873 -0.02286
August 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6A MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wi 24 hours Out of Service cleared wii 24 hours Mean Time to Restore-Disp wii MSA Mean Time to Restore disp out MSA Mean Time to Restore disp out MSA Mean Time to Restore interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	2 23:04 22:24 29:36 89:00 12:59 112:45 139:22	9 1 5 26 39	23:04 22:24 3:17 89:00 2:36 4:20 3:34	0:00 0:00 1:48 0:00 1:47 2:38 3:06	94342:50 24392:25 25:27 7:02 7:02	2,421 741 12 1 1 1	38:58 32:58 2:07 7:00 7:00	49.60% 32:58 30:37 1:14 2 0:00 2 0:00 1:119	-1.605386 -0.482372 -0.343334 1.607248	-1.29326 -1.20873; -0.02286; 0.06434;
August 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6A MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore-Disp wii MSA Mean Time to Restore disp out MSA Mean Time to Restore interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DST Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - DST Capable Unbundled Loop - DST Capable	Parity	N/A N/A N/A N/A N/A N/A N/A	2 23:04 22:24 29:36 89:00 12:59 112:45	9 1 5 26 39	23:04 22:24 3:17 89:00 2:36 4:20	0:00 0:00 1:48 0:00 1:47 2:38 3:06	94342:50 24392:25 25:27 7:02 7:02 19:02	2,421 741 12 1 1	38:58 32:58 2:07 7:00 7:00 1:54 38:3°	49.60% 32:58 30:37 1:14 2 0:00 0:00 1:119 33:35	-1.605386 -0.482372 -0.343334 1.607248 -1.750686 -7.023905	-1.29326 -1.20873 -0.02286 -0.06434: -5.27023
August 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6A MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wir 24 hours Out of Service cleared wir 24 hours Mean Time to Restorce-Disp wit MSA Mean Time to Restorce disp out MSA Mean Time to Restorce interval Zone 1 Mean Time to Restorce interval Zone 2	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A N/A N/A N/A N/A N/A N/A	2 23:04 22:24 29:36 89:00 12:59 112:45 139:22 462:52 7:21	9 1 5 26 39 60	23:04 22:24 3:17 89:00 2:36 4:20 3:34 7:43	0:00 0:00 1:48 0:00 1:47 2:38 3:06 8:07 2:00	94342:50 24392:25 25:27 7:02 7:02 19:02 102826:32 50:36	2,421 741 12 1 1 1 10 2,670	38:58 32:58 2:01 7:02 7:02 1:54 38:3'	49.60% 32:58 30:37 1:14 2 0:00 2 0:00 1:19 33:35 10:34	1.605386 -0.482372 -0.343334 1.607248 1.750686 -7.023905 -0.235879	-1.29326 -1.20873 -0.02286 -0.06434: -5.27023
August 2017	Maintenance and Repair	MR-6B MR-6X MR-6X MR-6A MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore-Disp wii MSA Mean Time to Restore disp out MSA Mean Time to Restore interval Zone 1 Mean Time to Restore interval Zone 2	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 23:04 22:24 29:36 89:00 12:59 112:45 139:22 462:52	9 1 5 26 39 60	23:04 22:24 3:17 89:00 2:36 4:20 3:34 7:43	0:00 0:00 1:48 0:00 1:47 2:38 3:06 8:07 2:00	94342:50 24392:25 25:27 7:02 7:02 19:02 102826:32 50:36	2,421 741 12 1 1 1 10 2,670	38:58 32:58 2:07 7:00 7:00 1:54 38:31	49.60% 32:58 30:37 1:14 2 0:00 2 0:00 1:19 33:35 10:34	1.605386 -0.482372 -0.343334 1.607248 1.750686 -7.023905 -0.235879	-1.29326 -1.20873 -0.02286 -0.06434: -5.27023
August 2017	Maintenance and Repair	MR-6B MR-6X MR-6X MR-6A MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E	Out of Service cleared wi 24 hours Out of Service cleared wii 24 hours Mean Time to Restore-Disp wit MSA Mean 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 2	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk LIS Trunk Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 23:04 22:24 29:36 89:00 12:59 112:45 139:22 462:52 7:21 78:09	9 1 5 26 39 60	23:04 22:24 3:17 89:00 2:36 4:20 3:34 7:43 3:40 78:09	0:00 0:00 1:48 0:00 1:47 2:38 3:36 8:07 2:00 0:00	94342:50 24392:25 26:27 7:02 7:02 19:02 10:2826:32 50:36 792:49	2,421 741 12 1 1 1 10 2,670	38:56 32:56 2:07 7:00 7:00 1:54 38:37 5:33 792:48	49.60% 32:58 30:37 1:14 2 0:00 0:000 1:19 33:35 10:34 0:00	1.605386 -0.482372 -0.343334 1.607248 1.750686 -7.023905 -0.235879	-1.29326 -1.20873 -0.02286 -0.06434: -5.27023
August 2017	Maintenance and Repair	MR-6B MR-6X MR-6X MR-6A MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E	Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore-Disp wii MSA Mean Time to Restore disp out MSA Mean Time to Restore interval Zone 1 Mean Time to Restore interval Zone 2	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Amison Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 2304 22:24 29:36 89:00 12:59 112:45 139:22 462:52 7:21 78:09 3:45	9 1 5 26 39 60	23:04 22:24 3:17 89:00 2:36 4:20 3:34 7:43 3:40 78:09	0:00 0:00 1:48 0:000 1:47 2:38 3:06 8:07 2:00 0:00 0:000	94342:50 24392:25 26:27 7:02 7:02 19:02 10:2826:32 50:36 792:49	2,421 741 12 1 1 10 2,670 9	38-56 32-55 2:07 7:00 7:00 1:54 38:37 5:33 792-46	49.60% 32:58 90:37 1:14 2: 0:00 0:00 1:19 33:35 10:34 0:00	1.605386 -0.482372 -0.343334 1.607248 1.750686 -7.023905 -0.235879	-1.29326 -1.20873; -0.02286; -0.06434; -5.27023 -1.14340
August 2017	Maintenance and Repair	MR-6B MR-5X MR-6X MR-6A MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E	Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Reactor-Disp wii MSA Mean Time to Reactor elisp out MSA Mean Time to Reactor elisp out MSA Mean Time to Reactor elinterval Zone 1 Mean Time to Reactor Interval Zone 2	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk LIS Trunk Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 23:04 22:24 29:36 89:00 12:59 112:45 139:22 462:52 7:21 78:09 3:45 37:13	9 1 5 26 39 60	23:04 22:24 3:17 89:00 2:36 4:20 3:34 7:43 3:40 78:09 3:45 4:08	0:00 0:00 1:48 0:00 1:47 2:38 3:06 8:07 2:00 0:00 0:00 0:223	94342:50 24392:25 25:27 7:02 7:02 19:02 10:2826:32 50:36 792:49	2,421 7441 12 1 1 10 2,670 9 1	38:56 32:55 2:07 7:00 7:00 1:55 38:3' 5:31 792:46	49.60% 32:56 30:37 1:14  0:00 0:00 1:19 33:35 10:34 0:00 9:58 33:39	-1.605386 -0.482372 -0.343334 1.607248 -7.023905 -0.236879	-1.29326 -1.20873; -0.02286; -0.06434; -5.27023 -1.14340 -1.18169; -1.8772

	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator						CTL-Q Standard Deviation		
ugust 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	105	746	14.08%	34.78%	-0.404459	-1.24589
ugust 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%		
ugust 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%	4	19	21.05%	40.77%	-1.276155	-1.77584
ugust 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%		
ugust 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	26	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	39	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	-2.07781
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	6.67%	24.94%	-0.355036	-1.21584
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	-1.38536
August 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	127	929	13.67%	34.35%	-0.794167	-1.48281
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,178	0.93%	9.62%	29	2,185	1.33%	11.44%	-0.951146	-1.57825
August 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,568	0.00%	0.54%	1	56,365	0.00%	0.42%	0.461138	-0.71964
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	51	3.92%	19.41%	3,424	301,392	1.14%	10.60%	1.203244	-0.2684
August 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	221	0.90%	9.47%	34	2,489	1.37%	11.61%	-0.565869	-1.34402
August 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,803	0.28%	5.26%	1	975	0.10%	3.20%	1.373346	-0.16506
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	27	13.357	0.20%	4.49%	1	975	0.10%	3.20%	0.937752	-0.42988
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48	4,243	1.13%	10.58%	26	2,226	1.17%	10.74%	-0.130659	-1.07943
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%	10.0070	34	2,480	1.37%	11.63%	-0.498399	-1.30300
August 2017 August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	64	21,805	0.29%	5.41%	4,157	450,840	0.92%	9.56%	-9.483998	-6.76586
August 2017 August 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	04	21,000	100.00%	0.00%	2 149	2 419	88 84%	31 49%	-9.463996	-0.70300
9							1	1		0.00.00			00.0.70	0.1.1010	0.00.00.	
August 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	679	746	91.02%	28.59%	-0.313915	-1.19084
August 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	33,888	0.03%	0.23%						-2.91696
August 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6	13,087	0.05%	0.36%						-2.85640
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	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	13,087	0.05%							
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	0.00						
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%	0.00%						
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	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	53	100.00%	0.0070	-		100.0070	0.0070		
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	19	24	79.17%	40.61%	2	2	66.67%	47.14%	-0.433013	-1.26325
August 2017 August 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45	48	93.75%	40.01%	2	3	00.07%	47.1470	-0.433013	-1.20323
		OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	LIS Trunk		90.00% N/A	45	48	100.00%	0.00%			100.00%	0.00%		
August 2017	Ordering and Provisioning				Parity		5	5		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	7	100.00%							
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	31	2.74							
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	97	17	5.71							
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	259	49	5.29							
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	20	2	10.00							
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	35	7	5.00							
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	21	21	100.00%	0.00%	11	11	100.00%	0.00%		
August 2017	Ordering and Provisioning	OP-5A			Parity	N/A										
August 2017	Ordering and Provisioning		New Service Installation Quality	SUB-LOOP UNBUNDLING			1	1	100.00%	0.00%	4	5	80.00%	40.00%	-0.456435	-1.27749
August 2017	Ordering and Provisioning	OP-5A					1 56	1 56			4	5				
9		OP-5A OP-5A	New Service Installation Quality  New Service Installation Quality  New Service Installation Quality	SUB-LOOP UNBUNDLING Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	1 56 28	1 56 29	100.00% 100.00% 96.55%	0.00% 0.00% 18.25%	6	5 7	80.00% 85.71% 75.00%	40.00% 34.99% 43.30%	-0.456435 -1.01835 -0.933154	-1.27749 -1.61911 -1.56731
	Ordering and Provisioning	OP-5A	New Service Installation Quality  New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	28	29	100.00% 96.55%	0.00% 18.25%	4 6 3	5 7 4 1,806	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A	28 56	29 56	100.00% 96.55% 100.00%	0.00%	4 6 3 1,773	5 7 4 1,895	85.71%	34.99%	-1.01835	-1.61911
August 2017 August 2017	Ordering and Provisioning	OP-5A OP-5A OP-8C	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Parity Benchmark	N/A N/A N/A 95.00%	28 56 5,931	29 56 5,944	100.00% 96.55% 100.00% 99.78%	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017 August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	28 56 5,931 6681.68	29 56 5,944 19,652	100.00% 96.55% 100.00% 99.78% 0.34	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017 August 2017 August 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A	28 56 5,931 6681.68 16737.50	29 56 5,944 19,652 12,875	100.00% 96.55% 100.00% 99.78% 0.34 1.30	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017 August 2017 August 2017 August 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A	28 56 5,931 6681.68 16737.50 23419.18	29 56 5,944 19,652 12,875 19,652	100.00% 96.55% 100.00% 99.78% 0.34 1.30	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017 August 2017 August 2017 August 2017 August 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REOUEST	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A	28 56 5,931 6681.68 16737.50 23419.18 4329.60	29 56 5,944 19,652 12,875 19,652 4,920	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apdress Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REQUEST TOTAL	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A	28 56 5,931 6681.68 16737.50 23419.18 4329.60 4853.48	29 56 5,944 19,652 12,875 19,652 4,920 4,920	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality  New Service Installation Quality  New Service Installation Quality  Number Portability Timeliness without Loop Coord  Pre-Order Response Times (Address Validation)  Pre-Order Response Times (Appl. Scheduler)  Pre-Order Response Times (Appl. Scheduler)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capabile Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RECUEST RESPONSE	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A	28 56 5,931 6681.68 16737.50 23419.18 4329.60 4853.48 725.70	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Time inless without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - Nost Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A	28 56 5,931 6681.68 16737.50 23419.18 4329.60 4853.48 725.70	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770 1,220	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017 August 2017 August 2017 August 2017 August 2017 August 2017 August 2017	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Time inless without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - Analog LNP REGUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REOUEST TOTAL REOUEST TOTAL	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A	28 56 5,931 6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09 1.16	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Time inless without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - Nost Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	28 56 5,931 6681.68 16737.50 23419.18 4329.60 4853.48 725.70	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09	0.00% 18.25%	4 6 3 1,773	5 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apdress Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - Analog LNP REGUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REOUEST TOTAL REOUEST TOTAL	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A	28 56 5,931 6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09 1.16	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REOUEST TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL RECUEST RESPONSE TOTAL RECUEST RESPONSE TOTAL	Parity Parity Parity Parity Benchmark Disagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	28 566 5,931 6681.68 16737.50 22419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09	0.00% 18.25%	4 6 3 1,773	5 77 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-6C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) 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)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Parity Parity Parity Parity Parity Banchmark Diagnostic	N/A N/A N/A N/A N/A S5.00% N/A	28 56 5,931 6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00 7991.55	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 3,717	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Adpt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	28 560 5,931 6681.68 16737.50 23419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00 7991.55	29 56 5,944 19,652 12,875 19,652 4,920 1,770 1,220 1,770 3,600 3,717 3,600	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	28 5,63 5,931 6881,88 16737,50 23419,18 4329,60 1825,70 1329,90 2055,50 3024,00 7991,55 7990,00	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770 1,220 1,770 3,600 3,717 3,600 7,900	100.00% 96.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15 3.06 1.00	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capabile Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	28 56 5,931 6681,88 16737,50 22419,18 4329,60 1725,70 1329,80 2055,50 3024,00 7991,55 11015,55 7900,00 6840,00	29 56 5,944 19,652 12,875 19,652 4,920 1,770 1,220 1,770 3,600 3,717 3,600 7,900 5,700	100.00% 95.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15 3.06 1.00	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1.895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Time intenses without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met CSR)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A 95.00% N/A	28 56 5,931 6681.88 16737.50 23419.19 4329.60 4853.48 725.70 3024.00 7991.55 11015.55 11015.55 7900.00 6840.00 14740.00	29 56 5,944 19,652 12,875 19,652 4,920 1,770 1,220 1,770 3,600 3,717 3,600 7,900 5,700 7,900 1,000	100.00% 95.55% 100.00% 99.78% 0.34 1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15 3.06 1.00 1.20 1.87	0.00% 18.25%	4 6 3 1,773	5 77 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Get CSR)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 1081 Capable Urbundled Loop - 1081 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	28 56 5,931 6681,58 16737,50 23419.18 4329,60 4853,48 725,70 1329,80 2055,50 3024,00 7991,55 11015,55 7900,00 6840,00 14740,00 2343,50 660,00	29 56 5,944 19,652 12,875 19,652 4,920 1,770 1,220 1,770 3,600 3,717 3,600 7,900 5,700 7,900 1,000	100.00% 95.55% 100.00% 99.78% 1.30 1.19 0.88 0.99 0.41 1.09 1.16 0.84 2.15 3.06 1.00 1.20 1.87 2.15	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1.895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-6A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10ST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	28 5,931 6881,88 16737,50 23419,18 4323,60 4853,48 725,70 1329,80 2055,50 3024,00 7991,55 11015,55 7900,00 6840,00 14740,00 2443,50 660,00	29 56 5.944 19,652 12,675 19,652 14,520 1,770 3,600 7,900 1,000 1,200 1,200 1,200 1,200 1,200 1,200 1,000 1,	100.00% 95.55% 100.00% 99.75% 0.34 1.30 1.19 0.48 0.99 0.41 1.09 1.16 1.00 1.20 1.	0.00% 18.25%	4 6 3 1,773	5 77 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
ugust 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Adpt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DST Capabile Urbundled Loop - In Capabile Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	28 56 5,931 6681.88 16737.50 23419.18 4329.60 2055.50 3024.00 7991.55 11015.55 11015.55 14740.00 6840.00 6840.00 6840.00 3033.50 685.00 3033.50 685.00 3033.50 3033.50 3033.50 3033.50	29 56 5,944 19,652 12,875 19,652 4,920 1,770 1,220 1,770 3,600 3,717 3,600 5,700 7,900 1,000 1,000 1,000 1,000 6,500 6,500	100.00% (96.55%) (100.00%) (97.5%) (100.00%) (	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1.895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
ugust 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-6A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Facility Assignment Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1087 Capable Unbundled Loop - 1087 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	28 56 5,331 6881.88 16737.50 22419.18 4329.60 4853.48 725.70 1329.80 2055.50 3024.00 17991.55 7990.00 6840.00 14740.00 2243.50 680.00 303.50 303.50 303.50 303.50 303.50 303.50 303.50 303.50 303.50	29 56 5.944 19.652 12.875 19.652 4.920 4.920 1.770 3.600 7.900 1.200 1.200 1.200 6.500 1.2	100.00% (95.5% 100.00% (95.5% 100.00%	0.00% 18.25%	4 6 3 1,773	5 77 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.6191 -1.5673
ugust 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - Asido Unbundled Loop - Asido LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	28 56 5 5.931 6681.88 16737.50 24419.19 4329.60 4853.48 725.70 3024.00 7991.55 11015.55 7900.00 6640.00 14740.00 2243.50 660.00 303.50 3380.00 7920.00 71300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 15.9315.50 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 12431.50 11300.00 11300.00 11300.00 11300.00 11300.00 12431.50 11300.00 11300.00 12431.50 11300.00 11300.00 12431.50 11300.00 11300.00 12431.50 11300.00 11300.00 11300.00 11300.00 11300.00 12431.50 11300.00 11300.00 11300.00 11300.00 11300.00 12431.50 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 12431.50 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 11300.00 12431.50 11300.00 113	29 56 5,944 19,652 12,875 19,652 4,920 1,770 3,600 3,717 3,600 7,900 1,200 1,000 1,000 1,000 6,500 1,200 6,500 6,500	100.00% 95.55% 100.00% 97.75% 97.75% 0.88 0.99 0.41 1.00 1.16 0.84 2.15 3.06 1.00 1.20 1.20 1.20 1.50	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.6191 -1.5673
ugust 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 1081 Capable Urbundled Loop - 1081 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	28 56 56 5 50 1 6681.88 16737.50 123419.18 14322.60 14853.48 1725.70 1329.80 2055.50 1324.00 1474.00 1474.50 1	29 56 5 944 19,652 12,875 19,652 4,920 4,920 1,770 3,670 7,900 1,090 1,000 6,500 1,3200 6,500 1,300 1,	100.00% (96.55% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 11.19 100.00% 100.00% 11.19 100.00% 11.10 100.00%	0.00% 18.25%	4 6 3 1,773	5 77 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.6191 -1.5673
ugust 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-1MA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Theservation) Pre-Order Response Times (Theservation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10ST Capable Unbundled Loop - 10ST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A	28 56 5,931 6681.88 16737.50 23419.18 4323.60 4853.48 725.70 3024.00 7991.55 11015.55 7900.00 2443.50 660.00 3380.00 7992.00 14740.00 243.50 650.00 303.50 303.00 1300.00 1300.00 1300.00 1300.00 1300.00 1300.00 1474.50 650.00 1300.00 1474.50 650.00 1474.50 650.00 1474.50 650.00 1474.50 650.00 1474.50 650.00 1474.50 650.00 1474.50	29 56 5.944 19,652 12,875 19,652 14,920 1,770 3,600 7,900 1,200 1,200 6,500 1,080 1,	100.00% (95.5% 100.00% (95.5% 100.00%	0.00% 18.25%	4 6 3 1,773	5 77 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.6191 -1.5673
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Facility Check)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 1081 Capable Urbundled Loop - 1081 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	28 56 5 5,931 6681.88 16737.50 23419.18 4329.60 23419.18 4329.60 2055.50 3024.00 7991.55 11015.55 11015.55 3380.00 7920.00 1300.00 7920.00 1300.00 7920.00 1300.00 7920.00 1243.50 3380.00 7920.00 1500.00 274.50 855.00 1261.00 1261.00	29 56 5,944 19,652 12,875 19,652 4,920 1,770 1,220 1,770 3,600 3,717 3,600 1,000 1,000 1,000 1,200 1,200 1,500 1,200 1,500 1,000	100.00%   96.55%   100.00%   97.8%   0.78%   1.30   1.19   0.88   0.99   0.41   1.00   1.16   1.84   2.15   3.06   1.00   1.20   1.87   2.15   0.55   2.76   0.55   2.76   0.55   2.76   0.55   0.47   1.74   1.74   1.75   0.75   0.45   0.45   0.45   0.46   0.75	0.00% 18.25%	4 6 3 1,773	5 77 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
August 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10ST Capable Unbundled Loop - 10ST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A	28 56 5,931 6681.88 16737.50 23419.18 4323.60 4853.48 725.70 3024.00 7991.55 11015.55 7900.00 2443.50 660.00 3380.00 7992.00 14740.00 243.50 650.00 303.50 303.00 1300.00 1300.00 1300.00 1300.00 1300.00 1300.00 1474.50 650.00 1300.00 1474.50 650.00 1474.50 650.00 1474.50 650.00 1474.50 650.00 1474.50 650.00 1474.50 650.00 1474.50	29 56 5.944 19,652 12,875 19,652 14,920 1,770 3,600 7,900 1,200 1,200 6,500 1,080 1,	100.00% (95.5% 100.00% (97.5% 100.00%	0.00% 18.25%	4 6 3 1,773	5 77 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
ugust 2017	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Facility Check)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 1081 Capable Urbundled Loop - 1081 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	28 56 5 5,931 6681.88 16737.50 23419.18 4329.60 23419.18 4329.60 2055.50 3024.00 7991.55 11015.55 11015.55 3380.00 7920.00 1300.00 7920.00 1300.00 7920.00 1300.00 7920.00 1243.50 3380.00 7920.00 1500.00 274.50 855.00 1261.00 1261.00	29 56 5,944 19,652 12,875 19,652 4,920 1,770 1,220 1,770 3,600 3,717 3,600 1,000 1,000 1,000 1,200 1,200 1,500 1,200 1,500 1,000	100.00%   96.55%   100.00%   97.8%   0.78%   1.30   1.19   0.88   0.99   0.41   1.00   1.16   1.84   2.15   3.06   1.00   1.20   1.87   2.15   0.55   2.76   0.55   2.76   0.55   2.76   0.55   0.47   1.74   1.74   1.75   0.75   0.45   0.45   0.45   0.46   0.75	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1.895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731
ugust 2017	Ordering and Provisioning Pre-Ordering	PO-5-A OP-5-A OP-8-C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 1081 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A	28 5.6 5.931 6681.88 16737.50 6881.88 1737.50 6881.88 1737.50 23419.18 1737.50 2055.50	29 56 5,944 19,652 12,875 19,652 4,920 4,920 1,770 3,600 7,900 1,000 1,000 1,000 6,500 1,000 1,000 1,000 1,000 6,500 1,0	100.00% (95.5% 100.00% (97.5% 100.00%	0.00% 18.25%	4 6 3 1,773	5 7 7 4 1,895	85.71% 75.00%	34.99% 43.30%	-1.01835 -0.933154	-1.61911 -1.56731

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 5
igust 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							
gust 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							
just 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							
ust 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							
ust 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							
ust 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							
st 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							
st 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							
st 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							_
st 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,195	2,767	79.33%							-
st 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,193	50	40.00%							-
	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs		Diagnostic	N/A	317	393	80.66%							-
ıst 2017				Unbundled Loop Aggregate												-
ıst 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,195	2,207	99.46%							
ıst 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	20	100.00%							
st 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	321	98.75%							
st 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	101:39	4	25:25							
st 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	575:56	298	1:56							
st 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	20	20	100.00%							
st 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	321	321	100.00%							
st 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,999	1.999	100.00%							_
st 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%							_
st 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	121	122	99.18%							-
st 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	516	516	100.00%							-
		(-)		LITT			0.10									-
st 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.00%							-
st 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	22	13.64%	34.32%	3	77	3.90%	6 19.35%	-2.082207	7 -
017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,949	1,952	99.85%							
017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,134,487	1,134,487	100.00%							
017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%							
017	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%	6 10.12%	-3.169733	3 .
017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%							
017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,045,810	3,766,648	1.07							
017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4837.32	29.943	0.16							_
017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29 880	29.880	100.00%							-
		GA-1	Gateway Availability - LSR	SIA		N/A	29,880	29,880	100.00%							-
017	Electronic Gateway Availability		1		Diagnostic											-
017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	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 Renair	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%	6 0.00%		_
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%	******						-
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%							-
	Maintenance and Repair	MR-5A				N/A	20	35	57.14%	49.49%	13	15	86.67%	6 33.99%	1.736055	5 (
2017			All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity											
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%	6 48.99%	-1.054093	3 -
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%						
017	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%							
017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	4	10	40.00%	6 48.99%	-0.430331	1 -
017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	9	11.11%	31.43%	202	489	41.31%	6 49.24%	1.530916	6 .
017	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	33.51%	6 47.20%	-0.226786	3 .
017	Maintenance and Renair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP LINBUNDLING	Parity	N/A	17:26	1	17:26	0.00	126966:29	2 637				
	Maintenance and Repair	MR-6B		SUB-LOOP UNBUNDLING	Parity	N/A	185:37	1	61:52	11:37	27789:35	2,037	42:41			-
017			Mean Time to Restore disp out MSA					3								
017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:57	2	1:28	0:30	16:31	6				4
017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	42:03	5	8:25	7:36	2:10	1	2:10			
)17	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			
)17	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	7 1:20	1.226528	3
17	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	8 38:56	-6.804803	3
17	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:08	6	5:51	5:41	44:47	8	5:36	6 3:57	0.347787	/
17	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	955:53	1	955:53	0:00						1
17	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1:36	4	1:36	0:00						_
117	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	6 3:57	-1 002525	5
017	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	28:56	8	9:51	0:03	29003:48	685	0.00		-1.002525	-
								3			29003:48				-0.881673	1
017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	2	0.007			7
017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	1	3	33.33%	47.14%	0	2	0.00%		-0.253347	
17	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	15	0.007			
17	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%	6 0.00%		
17	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%	6 0.00%	-1.668391	i .
17	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%	6 0.00%	0.429091	1
7	Maintenance and Renair	MR-7D	Renair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	49	14.29%	34 99%	402	3 184			0.182253	
7	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	- 1	40	16.67%	37.27%	902	3,104			-0.161374	-
7	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk		N/A	1	ь	0.00%	0.00%		10	20.00%	40.00%	-0.101374	-
					Parity		0	1	0.0010	0.00.0						-
17	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%						
7	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			-1.054093	-
7	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%	6 32.82%	-0.6467	4
7	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%	6 9.46%	-0.701473	3
7	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,496	0.00%	0.38%	0	56,245	0.00%	6		-
7	Maintenance and Renair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%		3.312	304 716			-0.755849	4
17	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A		220	1.82%	13.36%	25	2,522			0.844334	
							4				25					
17	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		1,839	0.27%	5.21%	1	973	0		1.331354	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	21	13,549	0.15%	3.93%	1	973			0.491018	
		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	43	4.290	1.00%	9.96%	25	2 252	1.11%	6 10.48%	-0.395355	5
017 017 017	Maintenance and Repair  Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	40	20	0.00%		25	2,513			-0.446517	7 .

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
luly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	50	22,038	0.24%	4.85%	3,966	454,947	0.87%	9.30%	-9.915983	-7.028489
luly 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A		33,720	0.02%	0.13%						-2.954157
July 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	(	13,087	7 0.00%	0.03%						-2.99251
July 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A		33,720	0.02%							
July 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A										
July 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	11	1	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	-	3	2 3.00		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		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					1 140	1	100.00%	0.00%		
July 2017	Ordering and Provisioning	OP-15B-RD OP-3C	Pending Orders Delayed for Facilities  No dispatches	Unbundled Loop Analog Residence	Parity	N/A N/A	(		0.00%	0.00%	140 765	317	44.16%	49.66% 8.79%	-0.88796 -0.088504	
July 2017 July 2017	Ordering and Provisioning Ordering and Provisioning	OP-3C OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Parity Benchmark	N/A 90.00%			1 0.00%		/65	771	99.22%	8.79%	-0.088504	-1.05380
July 2017 July 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	116									_
July 2017 July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wife Non-Loaded  Unbundled Loop - DS1 Capable	Parity	N/A	20									_
July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DST Capable  Unbundled Loop Analog	Benchmark	90.00%	3			40.00%						
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%										
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A			100.00%	0.00%						
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%		12								
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%			100.00%							
July 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A			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	10	2	1 12.00							
July 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	364									
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									
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	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	37	, .								
July 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00		5	5.00							
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	2 2	2 100.00%	0.00%	2	2	100.00%	0.00%		
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A			100.00%	0.00%	1,966	2,174	90.43%	29.41%	-0.325192	-1.197703
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	137				2	2	100.00%	0.00%	-1.396235	
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	25	96.00%	19.60%	1	1	100.00%	0.00%	-1.768825	-2.075369
July 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	38				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	7 99.85%							
July 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6375.2									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15832.56	12,872	2 1.23							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22207.83									
July 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3289.20									
July 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3776.1									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.60									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1310.0									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2031.6									
July 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3219.57									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7982.9									
July 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11202.53									
July 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST RESPONSE	Diagnostic	N/A N/A	8154.64									_
July 2017 July 2017	Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A N/A	14762.80									-
July 2017 July 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)  Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic Diagnostic	N/A	2272.4									
July 2017 July 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	690.7									-
July 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL		N/A	2963.2									-
July 2017 July 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)  Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic Diagnostic	N/A	3343.0									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7778.56									
July 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11121.6									
July 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	228.90									
July 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	791.20									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1248.00									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2268.10									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2236.00									
July 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	50227.52									
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	52463.52									
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8737.4									
July 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							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67725.40									
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26144.10	6,315	5 4.14							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47393.89	3,467	7 13.67							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3925.64	782	2 5.02							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15014.6	.,								
July 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							
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5715.92	.,,								
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,12									
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33									
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	36									
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,12									
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33									
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	36									
July 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3:29		3:29							
July 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:55									
July 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	30									
July 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	350									
July 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,93									
July 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16		100.0070							
July 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	116	120	96.67%							

Month	PID Category	PID	PID Title	Product Category	Standard					EC Standard Deviation C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
uly 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	449	449	100.00%							
uly 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
luly 2017 luly 2017	Pre-Ordering Pre-Ordering	PO-5D PO-9B	FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops	LIS Trunk Unbundled Loops and Number Portability	Benchmark Parity	85.00% N/A	13	13	100.00% 22.73%	41.91%		80	5.00%	21.79%	-3.378714	-3.05411
lune 2017	Billing	BI-2	Invoices Delivered within 10 Days	Unbundled Loops and Number Portability	Parity by Design	N/A	1.356	1,357	99.93%	41.91%	4	80	5.00%	21.79%	-3.3/8/14	-3.05411
June 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,154,302	1.157.225	99.75%							
June 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	8.848	8.848	100.00%							
June 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	-4.024296
June 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 ERTA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017 June 2017	Electronic Gateway Availability	GA-3 GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic Diagnostic	N/A N/A	41,760 40,740	41,760 40,740	100.00%							
June 2017 June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair System Availability - ASR	FASE	Diagnostic	N/A N/A	26 880	40,740	100.00%							
June 2017 June 2017	Electronic Gateway Availability	GA-4	System Availability - ASR System Availability - ASR	EXACT	Diagnostic	N/A	20,000	20,000	100.00%							
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	9	55.56%	49.69%	-1.423025	-1.865138
June 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%	1.420020	1.00010
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%							
June 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	12	18	66.67%							
June 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	38	55.26%	49.72%	4	8	50.00%	50.00%	-0.270604	-1.164516
June 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	6	10	60.00%	48.99%	-0.206725	-1.12568
June 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%				-			
June 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	9	33.33%	47.14%	393	684	57.46%	49.44%	1.111736	-0.324113
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25:07	9	2:47	1:52	46:13	9	5:08	3:32	-1.410416	-1.857472
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	283:30	2	141:45	102:37	195:23	1	195:23	0:00		
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	56:34	5	11:19	11:40						
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	66:01	18	3:40	3:02						
June 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	380:45	38	10:01	33:35	40:04	7	5:43	3:50	-0.404289	-1.24579
June 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	35:49	36:16	-6.222712	-4.78314
June 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:21	3	4:47	4:10	31:35	9	3:31	2:14	0.809896	-0.50761
June 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						
June 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	837	32:33	30:59	-1.262309	-1.767429
June 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	10.00%	30.00%	-0.725476	-1.441058
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
June 2017	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	1	5	20.00%	40.00%						
June 2017 June 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	Parity Parity	N/A	1	18	5.56% 10.53%	22.91% 30.69%		10	10.00%	30.00%	-0.595437	-1.362
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	- 6	65	9.23%	28.95%	417	3.525	11.83%	32.30%	-0.595437	-1.39086
June 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	93	33.33%	47.14%	417	3,525	20.00%	40.00%	-0.202967	-1.123395
June 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%	2	10	20.0076	40.0076	-0.202007	-1.12338
June 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	126	905	13.92%	34.62%	-0.695438	-1.422796
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	708	1.69%	12 91%	19	1 811	1.05%	10.19%	1 429924	-0.130668
June 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	70,192	0.00%	0.53%	1	55.873	0.00%	0.42%	0.441749	-0.731436
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	53	0.00%		3,603	308,191	1.17%	10.75%	-0.791729	-1.481337
June 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220	0.00%		20	2,538	0.79%	8.84%	-1.268081	-1.770939
June 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,885	0.27%	5.14%	0	981	0.00%			
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	13,720	0.14%	3.72%	0	981	0.00%			
June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,379	0.87%	9.27%	18	2,202	0.82%	9.00%	0.213999	-0.869898
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	-1.241792
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	-7.00929
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	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	33,744	0.01%							
June 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,087	0.00%							
June 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	134	9	14.89	0.33						
June 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	4	2	2.00	0.00	330	2	165.00	233.35	-0.698536	-1.42468
June 2017	Ordering and Provisioning	OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A N/A	2,350	12	195.83 100.00%	63.45 0.00%	39,934	278	143.65	200.85	0.889006	-0.459523
June 2017 June 2017	Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	9	9	100.00%	0.00%			50.00%	50.00%		-1.607957
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	0	12	0.00%	0.00%	132	278	50.00% 47.48%	50.00%	-3.224962	-2.960637
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-3B	Pending Orders Delayed for Facilities  Dispatches outside MSAs	Unbundled Loop Analog Sub-Loop Unbundling	Panty Benchmark	N/A 90.00%	0	12	100.00%	0.00%	132	2/8	47.48%	49.94%	-3.224962	-2.96063
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3B OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
June 2017 June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2017 June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	126	153	82.35%	0.0076						
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							

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator		EC Standard Deviation C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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		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	-1.68708
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	PO-1-IMA GUI	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	PO-1-IMA GUI	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		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	6,590	0.56							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42	13,549	0.58							
June 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11548.82	6,590	1.75							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.08	1,096	0.23							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.95	1,995	0.41							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1240.20	954	1.30							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2310.23	1,995	1.16							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2653.20	3,685	0.72							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40	2,780	19.13							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55834.60	3,685	15.15							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8374.95	4,527	1.85							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7921.67	4,579	1.73							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check 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-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46883.44	3,478	13.48							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet 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 (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156	1.20							
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5577.52	1,612	3.46							
June 2017	Pre-Ordering	PO-2A	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	20	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	20	20	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							
June 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	19	19	100.00%							
June 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	413	413	100.00%							
June 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,943	1,943	100.00%							
June 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							
June 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	154	160	96.25%							
June 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	457	457	100.00%							
June 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							
June 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
June 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	-8.536288
May 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,714	1,718	99.77%							
May 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,160,944	1,165,345	99.62%							
May 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							
May 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	-4.356769
May 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							
May 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
May 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,428,448	4,099,559	1.08							
May 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5286.08	30,166	0.18							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
May 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
May 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
May 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
May 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
May 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 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%	5	11	45.45%	49.79%	-0.485504	-1.29516
May 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%						
May 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	100.00%							
May 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	10	30.00%							
May 2017	Maintenance and Repair	MR-5A	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	-1.17281

Month May 2017	PID Category	PID MR-5B	PID Title	Product Category	Standard	Benchmark N/A	CLEC Numerator	CLEC Denominator	CLEC Result 0	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator		CTL-Q Standard Deviation		
May 2017 May 2017	Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	0	2	0.00%	0.00%	14	19	73.68%	44.03%	1.281552	-0.220872
ay 2017 av 2017	Maintenance and Repair  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		N/A	0	2	71.43%	45 18%	13	18	72.22%	44 79%	-0.421941	-1 25652
ay 2017 ay 2017		MR-5X		Unbundled Loop - DS1 Capable  Business	Parity Parity	N/A	5	11		45.18%	410	692		44.79%	0.62257	-0.62150
ay 2017 ay 2017	Maintenance and Repair  Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING		N/A	5	11	100.00%	0.00%	2.358	4,409		49.14%	-0.932528	
ay 2017 ay 2017		MR-6B	Out of Service cleared w/i 24 hours		Parity	N/A	142:25	1		0:00%	26262:54	4,409		49.88%	-0.932528 2.365618	
ay 2017 ay 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence SUB-LOOP UNBUNDLING	Parity	N/A	142:25	1	142:25 21:04	0:00	31342:07	820		40:49	-0.405328	-1.24642
ay 2017 ay 2017	Maintenance and Repair	MR-6D	Mean Time to Restore disp out MSA		Parity	N/A	21:04	1	4:58	3:05	75:47	820				
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A	34:43	/	1:09	0:00	/5:4/	11	6:53	5:36	-0.712428	-1.43312
1ay 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:42	1	2:51	0:00	1.40		1.10	0.00		
May 2017	Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1		Parity			2			4:12	1	4:12	0:00		
May 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	57:27	10	0.1.0	3:03	4:12	1	4:12	0:00		
May 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	135:37	32		2:12	83:38	14	0.00	5:16	-1.027192	
May 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	352:09	58		7:06	121214:15	3,498		83:01	-2.600497	
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:44	2		1:22	73:34	16	4:36	5:02	0.565108	-0.65643
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	203:32	2	101:46	137:11						
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:38	7	4:05	4:19	73:34	16		5:02	-0.222394	-1.13520
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	70:28	10	7:03	5:42	32532:03	869	37:26	41:59	-2.275743	-2.38355
May 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	80	704	11.36%	31.74%	-0.357803	-1.21752
May 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	5	40.00%	48.99%	-0.745356	-1.45314
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7	14.29%	34.99%	3	16	18.75%	39.03%	-0.252397	-1.15344
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2		0.00%	0	1	0.00%	0.00%		
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	10	0.00%	0.00%	0	. 1	0.00%	0.00%		
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	32		36.31%	3	16		39.03%	-0.261488	-1.15897
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	58		25.34%	502	3,854	10.1070	33.66%	-1.376446	
May 2017 May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2		25.34%	502	3,854		33.66% 46.48%	-1.376446 -0.913874	
May 2017 May 2017		MR-7E MR-7E		LIS Trunk		N/A N/A	0	2	0.00%	0.00%	6	19	31.58%	46.48%	-0.913874	-1.55559
May 2017 May 2017	Maintenance and Repair  Maintenance and Repair	MR-7E MR-7F	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2		Parity	N/A N/A	0	2	0.00%	0.00%		19	31.58%	46 48%	0.094262	-0.942693
				Unbundled Loop - DS1 Capable	Parity		3	7		1011010	6		0.110070		0.00	0.0.000
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	10		30.00%	109	931		32.15%	-0.167081	-1.101578
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	726		11.06%	30	1,853		12.62%	-0.68646	-1.417338
May 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	70,960		0.65%	0	56,209				
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	53		13.61%	3,933	311,518		11.17%	0.024854	-0.98489
May 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	-1.679737
May 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	-0.989857
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10	13,896	0.07%	2.68%	1	996	0.10%	3.17%	-0.273749	-1.166427
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	39	4,459	0.87%	9.31%	33	2,261	1.46%	11.99%	-1.889073	-2.148475
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		35	2,588	1.35%	11.55%	-0.521617	-1.317121
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	68	22,538	0.30%	5.48%	4,778	464,296	1.03%	10.09%	-10.566765	-7.424137
May 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	604	703	85.92%	34.78%	1.071175	-0.348772
May 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	34,296		0.16%						-2.975122
May 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	- 1	13.087	0.00%	0.05%						-2.987566
May 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A		34,296		0.0070						2.007000
May 2017		NI-1D	Trunk Blockage to CTL-Q Fall delli Glc w/o TGSR excl	LIS Trunk		N/A		13,087								
May 2017	Network Performance	ΩP-15Δ			Diagnostic	N/A	1	13,007	1.00	0.00						
May 2017 May 2017	Ordering and Provisioning	01 1071	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2.086	12		63.45	38.495		132.29		0.792619	-0.518122
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity		2,086	12			38,495	291	132.29	190.42	0.792619	-0.518122
May 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12		0.00%	140	291	48.11%	49.96%	-3.268823	-2.987303
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4		0.00%	1	1	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	74	86.49%							
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	26	27	96.30%	18.89%	2	2	100.00%	0.00%	-1.48354	-1.901928
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	24	25	96.00%							
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	2	50.00%							
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	10	100.00%	0.00%	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								
May 2017	Ordering and Provisioning	OP-4E	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	41	3.00							
May 2017 May 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark	6.00	12	4								
May 2017 May 2017		OP-4E OP-5A	Interval Zone 2 Areas  New Service Installation Quality	Unbundled Loop Analog  LIS Trunk	Benchmark Parity	6.00 N/A	20	14	4.00	0.00%		0	100.00%	0.00%		
	Ordering and Provisioning										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		0.00%						
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	28		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	0.010010	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								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6919.85	19,771	0.00							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15725.16	12,996								
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	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.76	4,126	0.76							
May 2017	Pre-Ordering	PO-1-IMA GUI	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	0.43							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.75	1,195								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2010.69	1,758	1.14							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3239.04	3,856								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7994.79	3,789								
May 2017 May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11233.83	3,769								
May 2017 May 2017		PO-1-IMA GUI		REQUEST		N/A	8333.16	7,788								
	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A N/A	8333.16 6486.00									
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)		Diagnostic		0.00.00	5,640								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7,788								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2196.03	1,031	2.13							
May 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	667.52	1.192	0.56							

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
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2863.55	1,031	2.78							
May 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3654.56	6,526								
Vlay 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7429.38	13,034								
May 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11083.94	6,526								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	272.75									
May 2017	Pre-Ordering		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								
May 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2313.20	1,938								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539								
May 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766								
May 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55212.72	3,539								-
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8393.45	4,537								-
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479								
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68673.36	6,979								
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								-
May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Service Avail XMI.)	XML Request/Response	Diagnostic	N/A N/A	3949.84 15375.15	776 4 881								-
	Pre-Ordering Pre-Ordering	PO-1-XML			Diagnostic	N/A N/A		4,881	0							
May 2017		PO-1-XML PO-1-XMI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A N/A	3816.34	3,154								-
May 2017 May 2017	Pre-Ordering	PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A N/A	5612.12	.,,	0.10							
May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A N/A	2,078	2,591								
				Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	369	471	0.010=10							_
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A										_
May 2017	Pre-Ordering	PO-2B	All Flow through Eligible LSRs		Diagnostic		2,078	2,085								-
May 2017 May 2017	Pre-Ordering	PO-2B PO-2B	All Flow through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	35 369	36								-
	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic											-
May 2017	Pre-Ordering	PO-3C PO-3X	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A N/A	4:51 276:54	1 266	4:51 1:02							-
May 2017	Pre-Ordering		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic											_
May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-5A-(a) PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark Benchmark	95.00% 95.00%	35	35 398								-
		PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs			1.871									_
May 2017	Pre-Ordering		FOCs on Time for Floritonic LSRs		Benchmark	95.00%	1,871	1,871								-
May 2017 May 2017	Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	90.00%	153	154								_
	Pre-Ordering			I NP	Benchmark	90.00%										_
May 2017 May 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		453	453								_
						90.00%										_
May 2017 May 2017	Pre-Ordering	PO-5D PO-9B	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk Unbundled Loops and Number Portability	Benchmark	85.00%	13			40.00%	-	69	7.25%	25.93%	-1.726785	-2.04981
	Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	15		40.00%	5	69	7.25%	25.93%	-1./26/85	-2.04981
April 2017	Billing	BI-2 BI-3A	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,481	1,485 1,647,293								_
April 2017 April 2017	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate Reciprocal Compensation	Diagnostic	N/A N/A	2,559	1,647,293								_
April 2017 April 2017	-	BI-3B BI-4A	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A	2,559	3.029		2.57%	52.901	53.379	99.10%	9.42%	-4.713916	-3.86585
April 2017 April 2017	Billing Billing	BI-4A BI-4B	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,559	2,559		2.57%	52,901	53,379	99.10%	9.42%	-4./13916	-3.86585
April 2017 April 2017	Database Updates	DB-1B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic Diagnostic	N/A	3.035.607	2,559	1.08							_
April 2017 April 2017	Database Updates  Database Updates	DB-1B DB-1C-1	All	Directory Listing	Diagnostic	N/A	5182.71	2,803,161								_
April 2017 April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27.360	20,034								$\vdash$
April 2017 April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28.800	28.800								$\vdash$
April 2017 April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XMI	Diagnostic	N/A	27,000	20,000								$\vdash$
April 2017 April 2017	Electronic Gateway Availability	GA-1	Gateway Availability - ESR Gateway Availability - Repair	EBTA	Diagnostic	N/A	41.400	41.400	0.010210							$\vdash$
April 2017 April 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RenairGUI		N/A	40 125	40 125								$\vdash$
April 2017 April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic Diagnostic	N/A	25,500	10).00								$\vdash$
April 2017 April 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	-1.440	-1.440								$\vdash$
April 2017 April 2017	Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	-1,440	-1,440	100.00%							_
April 2017 April 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable		N/A N/A	1	1 9		41.57%	-	13	38.46%	48.65%	-1.863661	-2.13302
		MR-5A			Parity		7	9	75.00%	41.37%	5	13	30.40%	40.0370	-1.003001	-2.13302
April 2017 April 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 - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	21	34								_
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded  Unbundled Loop - DS1 Capable	Diagnostic Parity	N/A N/A	16	24		47.14%	-	15	33.33%	47.14%	-2.148345	-2.30610
April 2017 April 2017	Maintenance and Repair  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	Unbundled Loop - DS1 Capable  Enhanced Extended Loops - DS1 Capable		N/A N/A	16	24		47.14%	5				-2.148345 1.690622	
April 2017 April 2017	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		100.00%	0.00%	9	10			1.090622	0.02/82
April 2017 April 2017	Maintenance and Repair	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	1	1	50.00%	50.00%	2	10			0.931397	-0.43375
April 2017 April 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	20	21		21.30%	448	716			-3.049054	
April 2017 April 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	20	21		21.30%	2.338	4,309			-3.049054	
April 2017 April 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING	Parity	N/A	26:23	2		10:36	2,338 34254:09	4,309			-1.298181	
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA  Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	26:23	2		10:36	34254:09 59:54					
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1  Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	22:51 12:48	9	2:32	1:06	59:54	11	5:27	1:53	-3.448804	-3.09672
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-6D 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 N/A	12:48 175:20			2:19 4:20						_
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1  Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded  Unbundled Loop - DS1 Capable	Parity	N/A N/A	175:20	24		4:20 8:43	69:26	13	5:20	1:45	-0.281926	-1.17139
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1  Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	133:05			8:43 7:19	69:26 114458:15	3,510			-0.281926 -3.774848	
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-6D MR-6E	Mean Time to Restore Interval Zone 1  Mean Time to Restore Interval Zone 2	Unbundled Loop Analog  Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	387:19	60		7:19 1:32	114458:15	3,510	32:3			
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2  Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A N/A	10:26	_	5:13 2:38	1:32	24:56 4:30	2			-0.709523	
April 2017 April 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2  Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:38 12:50	1		1:51	4:30 24:56	- 2	3:34			
April 2017 April 2017	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	12:50	4	3:13	1:33	34869:13	759	45:56		-0.147714	-1.46613
April 2017 April 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	18:13	2		0.00%	34869:13				0.430727	
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-7B MR-7D	Repair Repeat Report Rate-Disp out MSA  Repair Repeat Report Rate-Zone 1		Parity	N/A N/A	2	2	100.00%	0.00% 31.43%	0	1 15	0.001		-0.83428	
April 2017 April 2017	Maintenance and Repair  Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1  Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1	9		31.43%	4	15	20.67%	44.22%	-0.83428	-1.50720
April 2017 April 2017		MR-7D MR-7D				N/A N/A	0	4	0.0070	0.00% 16.90%						-
April 2017 April 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 - 2 Wire Non-Loaded	Parity	N/A N/A	1	34		16.90%		15	26.67%	44 22%	-1 545847	-1 93986
· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·			Unbundled Loop - DS1 Capable	Parity		1				4					
April 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	60		33.99%	464	3,845			0.147764	
April 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.0070	0.00%	3	10			-0.845154	-1.51381
April 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%			
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			-1.106567	-1.67274
		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	102	826	12.35%	32.90%	-0.916083	-1.55693
April 2017 April 2017	Maintenance and Repair  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

Month April 2017	PID Category	PID MP.0	PID Title	Product Category	Standard	Benchmark N/A	CLEC Numerator		CLEC Result CL	EC Standard Deviation C	IL-Q Numerator   CTI	L-Q Denominator 56 425	CTL-Q Result CT	L-Q Standard Deviation 0.84%	Modified Z Score	
	Maintenance and Repair	IVII V-O	Trouble Hate	LIS Trunk	Parity	14071	1	70,432	0.00.0	0.38%	4	0.01.00	0.0.10	0.00.110		-1.72457
oril 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	-1.5000
oril 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%	9.69%	-0.070135	-1.0426
oril 2017	Maintenance and Repair	MR-8 MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	34	2,003	0.20%	4.46% 4.90%	0	912	0.00%			
pril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A		14,115	0.24%		0	912	0.00%	10.24%	-1.687065	
oril 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A N/A	28	4,514 20	0.62%	7.85%	25 25	2,361	1.06%	9.71%		-2.0256
pril 2017 pril 2017	Maintenance and Repair  Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi Unbundled Loop Analog	Parity	N/A	66	22.749	0.00%	5.38%	4.671	2,628 468.461	0.95%	9.71%	-0.436618 -10.480798	-1.2654 -7.3718
pril 2017 pril 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity Parity	N/A	00	33,576	0.29%	0.14%	4,671	468,461	1.00%	9.94%	-10.480798	-2.9622
		NI-1A NI-1B		LIS Trunk		N/A	4	12.967	0.01%							-2.9622
pril 2017	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl		Parity		1			0.05%						-2.9766
April 2017	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	33,960 13.087	0.03%							
April 2017 April 2017	Network Performance Ordering and Provisioning	NI-1D OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date	LIS Trunk Unbundled Loop Analog	Diagnostic Parity	N/A N/A	1,892	13,087	0.03% 86.00	86.93	36,629	302	121.29	184.78	-0.864812	-1.5257
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog  Unbundled Loop Analog		N/A	1,892	22	0.00%	0.00%	36,629	302	121.29 51.32%	184.78	-0.864812 -4.649963	-3.8269
April 2017		OP-15B-RD OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity Parity	N/A	0	22	100.00%	0.00%	100	302	100.00%	49.98%	-4.649963	-3.8265
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	83	96	86.46%	0.00%	4	4	100.00%	0.00%		
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	90.00% N/A	12	12	100.00%	0.00%			100.00%	0.00%		
pril 2017 pril 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	13	16	81.25%	0.00%	- '	- '	100.00%	0.00%		
pril 2017 pril 2017	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							
pril 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk		N/A	2	2	100.00%	0.00%						
pril 2017 pril 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	90.00%	10	10	100.00%	0.00%						
pril 2017 pril 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	10	3	33.33%	47 14%			100.00%	0.00%		
pril 2017 pril 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%	47.1470	- '	- '	100.00%	0.00%	0	
pril 2017		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	397	105	3.78							
April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	55	12	4.58							
pril 2017 pril 2017		OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark Benchmark	6.00	132	12	4.58 5.08							
pril 2017 pril 2017	Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable		6.00	132	26	4.33							
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark	6.00	13	6	4.33 2.00							
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas		Benchmark Benchmark	5.50	12	6	5.67							
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4F	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	6.00	17	3	4.33							
April 2017 April 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	13	5	100.00%	0.00%	4		100.00%	0.00%	$\longrightarrow$	
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%	4		100.00%	0.00%	-0.574733	-1.3494
April 2017 April 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	157	16	93.75%	24.21%	4	0	50.00%	50.00%	-1.166667	-1.7092
April 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	30	33	90.91%	28.75%	1.695	1,814	93.44%	24.76%	0.322033	-0.8042
April 2017 April 2017	Ordering and Provisioning	OP-SK	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4.952	4.964	99.76%	20.73%	1,090	1,014	93.4476	24.70%	0.322033	-0.0042
pril 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6935.60	19,816	0.35							
pril 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15437.18	12.758	1.21							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)  Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22372.78	19,816	1.13							
April 2017 April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)  Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.96	4.182	0.78							
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL		N/A	3800.82	4,182	0.76							
April 2017 April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler)  Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic Diagnostic	N/A	762.82	1,774	0.43							
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE		N/A	1213.38	1,134	1.07							
April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic Diagnostic	N/A	1976.20	1,774	1.11							
April 2017 April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3337.66	3,881	0.86							
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7926.68	3,001	2 12							
April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL		N/A	11264.34	3,739	2.12							
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic Diagnostic	N/A	8015.72	7 562	1.06							
April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6372.60	5.590	1.14							
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14388.32	7.562	1.14							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get Cox)  Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2171.19	1,029	2.11							
April 2017 April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.76	1,029	0.54							
April 2017 April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)  Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2815.95	1,194	2.74							
April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)  Pre-Order Response Times (Service Availability)	REQUEST		N/A	2815.95 3576.72	1,029	0.56							
April 2017		PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	7980.80	13.760	0.58							
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)  Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11557 52	13,760	1.81							
		PO-1-IMA GUI		ACCEPT	Diagnostic Diagnostic	N/A	245.04	1,021	0.24							
April 2017 April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)  Pre-Order Response Times (TN Reservation)	REQUEST		N/A	245.04 803.19	1,959	0.24						$\longrightarrow$	
April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)  Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic Diagnostic	N/A	1160.46	1,959	1.26						$\longrightarrow$	
April 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)  Pre-Order Response Times (TN Reservation)	TOTAL	-	N/A	2208.69	1 959	1.26						$\longrightarrow$	
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)  Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic Diagnostic	N/A	2507.01	3,531	0.71						$\longrightarrow$	
pril 2017 pril 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52012.08	2,726	19.08						$\longrightarrow$	
pril 2017 pril 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	52012.08	3.531	15.44						$\longrightarrow$	
pril 2017 pril 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)  Pre-Order Response Times (Address Validation XML)		Diagnostic	N/A	8412.78	4,523	15.44						$\longrightarrow$	
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Address Validation XML)  Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	8412.78 7846.64	4,523	1.86							
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)  Pre-Order Response Times (Facility Check XML)	XML Request/Response  XML Request/Response	Diagnostic	N/A	7846.64 68643.84	4,562 6,976	9.84							
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML)  Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	68643.84 26307.84	6,976	9.84 4.16							
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)  Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response  XML Request/Response	Diagnostic	N/A N/A	26307.84 46802.56	6,324 3,472	4.16 13.48							
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)  Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	46802.56 3944.75	3,472	13.48							
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response  XML Request/Response		N/A N/A	3944.75 15057.00	4,780	3.15							
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Service Avail XML)  Pre-Order Response Times (TN Reservation XML)	XML Request/Response  XML Request/Response	Diagnostic Diagnostic	N/A	3787.20	3.156	1.20						$\longrightarrow$	
pril 2017 pril 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)  Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response  XML Request/Response	Diagnostic	N/A	5676.92	1,636	3.47						$\longrightarrow$	
				I NP	-	N/A N/A		1,636								
pril 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs		Diagnostic	N/A N/A	2,199	2,774	79.27% 34.02%							
pril 2017				Resale Aggregate W/O UNE-P-POTS	Diagnostic											
pril 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	537	81.01%							
pril 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,199	2,208	99.59%							
pril 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							
pril 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	437	99.54%							
pril 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:06	3	8:02							
pril 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	169:06	222	0:46							
pril 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	573	573	100.00%							
pril 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	435	435	100.00%							
pril 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1.985	1,985	100.00%							

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
April 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	137	137	100.00%							
April 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	145	148	97.97%							
April 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	446	446	100.00%							
April 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
April 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	11	11	100.00%							
April 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%		-7.092773	-5.312
April 2017	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
March 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,773	1,774	99.94%							
March 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,649,104	1,649,104	100.00%							
March 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,421	2,421	100.00%							
March 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,760	2,763	99.89%	3.29%	50,152	50,697	98.92%	10.31%	-4.797118	-3.9164
March 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,421	2,421	100.00%							
March 2017	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
March 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
March 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,321,230	4,010,738	1.08							
March 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5922.79	32,793	0.18							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
March 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
March 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
March 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
March 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	10	90.00%	30.00%	14	22	63.64%	48.10%	-1.436995	-1.87363
March 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	6	50.00%							
March 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	13	24	54.17%							
March 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	23	37	62.16%	48.50%	16	25	64.00%		-0.125282	
March 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	5	15	33.33%	47.14%	-2.018932	-2.22742
March 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
March 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	5	15	33.33%			-1.83247
March 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	14	25	56.00%	49.64%	488	809	60.32%	48.92%	0.239373	-0.85447
March 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	12:24	1	12:24	0:00	36422:09	859	42:24	47:54	-0.62594	-1.38054
March 2017	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	1:51	2	0:55	0:32	3940:28	246	16:01	24:19	-0.874383	-1.53158
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	32:31	10	3:15	3:06	75:09	16	4:42	4:03	-0.884445	-1.53770
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28:54	6	4:49	3:04						
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	127:40	24	5:19	3:56						
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	153:46	37	4:09	3:14	84:52	18	4:43	4:00	-0.487258	-1.29623
March 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	764:05	66	11:35	17:10	160922:45	4,230	38:03			
March 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29:59	8	3:45	2:58	84:25	13	6:30	3:55	-1.557928	-1.94715
March 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:21	1	2:21	0:00						
March 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:21	1	1:21	0:00	84:25	13	6:30	3:55	-1.263762	-1.76831
March 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	15:55	3	5:18	2:15	41977:26	1,045	40:10			
March 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	102	901	11.32%	31.68%	1.204539	-0.26769
March 2017	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	2	50.00%	50.00%	36	284	12.68%		0.698604	
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	10	10.00%	30.00%	3	25	12.00%	32.50%	-0.164488	-1.10000
March 2017	Maintenance and Repair	MR-7D	Renair Repeat Report Rate-Zone 1	LINBUNDI ED LOOP - ADSL COMPATIBLE	Parity	N/A	. 0	6	0.00%	0.00%						
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	24	4.17%	19.98%						
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	37	16.22%	36.86%	3	25	12 00%	32 50%	0.076441	-0.95352
March 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	66	6.06%	23.86%	612	4,713	12.99%	33.61%	-1.662009	-2.0104
March 2017	Maintenance and Renair	MR-7F	Renair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	4	15	26.67%		0.664814	
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%		10	20.0770	44.22.70	0.004014	0.00002
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1		100.00%	0.00%	4	15	26.67%	44.22%	0.488776	-0.70284
March 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A		3	0.00%	0.00%	121	1,126	10.75%		-0.600195	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	18	1 327	1.36%	11.57%	37	2.358	157%	12.43%	-0.498686	-1.30409
March 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	18	69,904	0.00%	11.57%	3/	2,358 56.137	0.00%		-0.490086	-1.3031
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	58	5.17%	22.15%	4,813	317,622	1.52%		1.571005	-0.04489
March 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	222	0.00%	22.13%	4,813	2,682	1.52%		-1.761859	
March 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	0	2,062	0.00%	5.39%	40	2,682	1.49%		-1.761659	-2.07 113
March 2017	Maintenance and Repair	MR-8	Trouble Rate Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25	14,237	0.29%	5.39% 4.19%	0	917	0.00%			
March 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded  Unbundled Loop - DS1 Capable	Parity	N/A	25	4,567	0.18%	9.08%	40	2.399	1.67%		-2.587143	-2.57287
March 2017	Maintenance and Repair  Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity	N/A	38	4,567	0.83%	9.08%	40	2,399	1.50%		-2.587143 -0.562408	
March 2017 March 2017	Maintenance and Repair  Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi Unbundled Loop Analog	Parity	N/A N/A	69		0.00%	5.47%		2,6/5 473.114	1.50%	12.14%	-0.562408 -12.544571	-1.3419
March 2017 March 2017	Maintenance and Repair  Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Unbundled Loop Analog Residence	Parity	N/A N/A	69	23,031	100.00%	0.00%	5,839 781	4/3,114	1.23%		-12.5445/1 -0.391764	
March 2017 March 2017	Maintenance and Repair  Maintenance and Repair	MR-9B MR-9C		Residence Residence	Parity	N/A N/A	1 2	1	100.00%	0.00%	781 270	901	95.07%		-0.391764 -0.320903	
March 2017 March 2017	Maintenance and Repair  Network Performance	MR-9C NI-1A	Repair Appointments Met-No Dispatch Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk		N/A N/A	2	33.792	0.00%	0.00%	270	284	95.0/%	∠1.65%	-0.320903	-1.19509: -2.99567:
	Network Performance Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity Parity	N/A N/A	0	13,087	0.00%	0.01%						-2.87588
March 2017 March 2017	Network Performance Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Panty Diagnostic	N/A N/A	17	13,087	0.04%	0.38%						-2.87588
March 2017 March 2017	Network Performance Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl  Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A N/A	17	33,888 13,087	0.05%							
March 2017 March 2017	Ordering and Provisioning	OP-15A		Sub-Loop Unbundling	Diagnostic	N/A N/A	10		5.00							
		OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date			N/A N/A	71	2		40.70						
March 2017	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity			3	23.67	12.70	04.4		400 - 1	497.77	0.710	0.545
March 2017	Ordering and Provisioning		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	-0.54478
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	-2.92122
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	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	123	142	86.62%							
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	33	51	64.71%	47.79%						
March 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	59	73	80.82%							

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
March 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	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%							
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	0.81729
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	0.00							
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	308	92								
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	381	43								
March 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	338	48								
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	1	3.00	0.00						
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	63	9	7.00							
March 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	9	2	4.50							
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	4	4	100.00%	0.00%		
March 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2		0.00%	5	5		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		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		0.00%	4	4	100.00%	0.00%		
March 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	73	76		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								
March 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6937.00	19,820								
March 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15473.48	12,788								
March 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22410.48	19,820								
March 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3193.52									
March 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3721.18	4,202								
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	737.02									
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1235.96	1,166								
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1972.98	1,714								
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3284.34	3,819	0.86							
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8121.30	3,795	2.14							
March 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11405.64	3,819	2.99							
March 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8027.76	7,719								
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6542.40	5,640	1.16							
March 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14570.16	7,719								
March 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2299.50	1,095								
March 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	635.60	1.135								
March 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2935.10	1,095								
March 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3602.34	6.671								
March 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7477.26	13,118								
March 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11079.60	6.671								
March 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	268.00	1,072								
March 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	853.55	1,985								
March 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972								
March 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)  Pre-Order Response Times (TN Reservation)	TOTAL		N/A N/A	1244.16	1 985								
March 2017	Pre-Ordering Pre-Ordering			REQUEST	Diagnostic	N/A	2365.71	3,450								
March 2017			Pre-Order Response Times(Loop Qual Tools)  Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A N/A	52038.72	2 736								
	Pre-Ordering				Diagnostic			-,								
March 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54384.72	3,450								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8373.10	4,526								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67292.68	6,916								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26232.15	6,321								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47050.96	3,368								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3882.75	775								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14996.64	4,776								
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3795.60									
March 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5626.95	1,631								
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,824									
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	112								
March 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	443	546								
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,824	2,837								
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	44								
March 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	443	445								
March 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	57:35	3	19:12							
March 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	407:07	319	1:17							
March 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	560	560	100.00%							
March 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	416	416	100.00%							
March 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,513	2,513								
March 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	162	162	100.00%							
March 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	168	177								
March 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	574	575	99.83%							
March 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	15								
March 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	21	89		42.46%	1	87	1.15%	10.66%	-13.967183	-9.491445
February 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,492	1.493		.2570		O.	570			
February 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,657,898	1,658,447								
February 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4 755	4 755								
February 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.944	2.945		1.84%	52.719	53.180	99.13%	9.27%	-4.746262	-3.885523
February 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4.755	4.755		1.04%	32,119	55,100	00.13%	0.2176	-4.740202	5.003323
February 2017 February 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	ΔII	Diagnostic	N/A	4,755	4,/55	100.00%							
February 2017	Database Undates	DB-1B	All	LIDB	Diagnostic	N/A N/A	2 967 622	2 759 277	100.00%							
February 2017 February 2017		DB-1B DB-1C-1	All		Diagnostic	N/A	4833.46	2,759,277								
i outuary 2017	Database Updates  Electronic Gateway Availability	DB-1C-1 GA-1	All Gateway Availability - LSR	Directory Listing	Diagnostic	N/A N/A	4833.46 27,360									
February 2017								27.360	100.00%							

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	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360									
ebruary 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360									
ebruary 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880									
ebruary 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860									
ebruary 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
ebruary 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	(	)							
ebruary 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	(	)							
ebruary 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	10		50.00%	5	12	41.67%	49.30%	-0.394771	-1.2400
February 2017	Maintenance and Repair	THIS OF C	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6									
February 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	4	13								
February 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	30			49.56%	14	13	46.15%		-0.677282	
February 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	3		42.86%	49.49%	14	26	53.85%	49.85%	0.092133	-0.943
ebruary 2017	Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0		1 0.00%	0.00% 45.18%	14			49.85%		-1.503
ebruary 2017	Maintenance and Repair	MR-5B MR-5X	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	5		7 71.43%	45.18% 46.15%	14	26			-0.828278	
ebruary 2017	Maintenance and Repair	MR-6A	Out of Service cleared w/i 24 hours	Business	Parity		142:17	13			384 182510:49	798 3.497	48.12%		0.960964	-0.415
ebruary 2017	Maintenance and Repair	MR-6A MR-6B	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A				34:25	182510:49 34886:49		52:11		1.112321	
ebruary 2017	Maintenance and Repair	MR-6B MR-6C	Mean Time to Restore disp out MSA	Residence	Parity	N/A	24:44		24:44	0:00		750			-0.482144	
ebruary 2017	Maintenance and Repair		Mean Time to Restore no dispatch	Residence	Parity	N/A	1:15		1:15	0:00	3370:50	232			-0.575951	
ebruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	49:01			3:50	62:38	10	6:16		-0.824277	-1.501
ebruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	78:00			15:45	0:14	1	4111			
ebruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69:24			2:56	0:14	1	0:14			_
ebruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	261:36			4:13	64:53	11			-0.783685	
ebruary 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1012:28	88		13:27	205864:42	4,253	48:24		-2.584827	-2.571
ebruary 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	43:57	1	6:17	6:59	119:10	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	Parity	N/A	10:11		10:11	0:00						
ebruary 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	44:43		6:23		119:10	20	0.00		0.302855	0.0.0
ebruary 2017	Maintenance and Repair	MR-6E MR-7A	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	23:20		5:50	2:59	45881:08	1,014	45:15		-1.734524	
ebruary 2017	Maintenance and Repair		Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	1		00.0070	50.00%	533	3,711	14.36%		0.62195	0.00
ebruary 2017	Maintenance and Repair	MR-7B MR-7C	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0		0.00%	0.00%	90	784	11.48%		-0.359886	
ebruary 2017	Maintenance and Repair		Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1		1 100.00%	0.00%	24				1.329074	
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	Enhanced Extended Loops - DS1 Capable  LINBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	2	10		40.00%	5	14	35.71%		-0.792091	-1.4815
					Parity		0			0.0070	0	1	0.0010	0.000.00		
ebruary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	13		0.00%	0	1	0.00%			_
ebruary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	9			37.55%	5				-1.30106	
ebruary 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	13			35.32%	643	4,679			0.115329	
ebruary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0		7 0.00%	0.00%	5	26	19.23%	39.41%	-1.145919	-1.696
ebruary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0		0.00%	0.00%						
ebruary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0		7 0.00%	0.00%	5	26			-1.145919	
ebruary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1		1 25.00%	43.30%	130		11.99%		0.248538	
February 2017	Maintenance and Repair	MR-8 MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	17			11.24%	38	2,403	1.58%		-0.708612	-1.4308
February 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,712		0.38%	0	56,185				
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	0.		24.94%	4,766 40	320,805	1.49%		2.247713	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A N/A	0	218		6.86%	40	2,738	1.46%			
February 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity		10			0.0070	1	931		0.000.00	2.83931	0.7261
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13			3.01%	1	931	0.11%		-0.153252	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	60			11.35%	39	2,441	1.60%		-0.934313	
February 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22			40		1.46%		-0.569564	
February 2017	Maintenance and Repair		Trouble Rate	Unbundled Loop Analog	Parity	N/A	93			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%	2,828	3,711	76.21%		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	84.82%		-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	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15			0.34%						-2.8660
ebruary 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,967		0.04%						-2.9850
ebruary 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	43									
ebruary 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3									
ebruary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	48		48.00							
ebruary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	594			35.56	296	_	44		4.0	4 777
ebruary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	120		13.33	7.28		2	148.00		-1.26886	
ebruary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,706				31,722	304	104.35	174.60	-0.586626	-1.3566
ebruary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	13		46.15%	_	_	400			
ebruary 2017	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	9	,	100.0070	0.00%	2	2	100.0070	0.000	4.00:	0.000
ebruary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	5	2'		42.59%	138	304	45.39%		-1.921503	
ebruary 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence PO4 Constitution	Parity	N/A	1			0.00%	823	829	99.28%	8.48%	-0.085332	-1.0518
ebruary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1		1 100.00%							
ebruary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	148									
ebruary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	25			37.27%	4	4	100.00%	0.00%	-0.030435	-1.0185
ebruary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	32	36								
ebruary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1		1 100.00%	0.00%						
ebruary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	7		87.50%							
ebruary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14									1.50
ebruary 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
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5		5.00							
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	582		0.00							
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	179									
ebruary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	270									
abruary 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	27		3.38							
ebruary 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	71	15	4.10							
ebruary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1		1 100.00%	0.00%						
ebruary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1		1 100.00%	0.00%	2,011	2,182	92.16%		-0.291536	
ebruary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	226			6.62%	1	1	100.00%		-2.620817	
ebruary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	39			15.61%	4	4	100.00%	0.000.00	-1.335178	
abruary 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	93.33%	24.95%	-2.132159	-2.296

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
ebruary 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,512	7,517	99.93%							
ebruary 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6314.55	19,135	0.33							
February 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15756.30	12,810	1.23							
ebruary 2017	Pre-Ordering		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		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3713.36	4,280	0.87							
ebruary 2017	Pre-Ordering		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		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3414.93	3,837	0.89							
February 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8081.22	3,794	2.13							
February 2017	Pre-Ordering		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		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	15026.74	7,982	1.88							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2319.76	1,084	2.14							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	678.30	1,190	0.57							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2998.06	1,084	2.77							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3399.30	6,295	0.54							
February 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7588.00	13.550	0.56							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10987.30	6.295	1.75							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	259.92	1.083	0.24							
February 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	828.66	1,973	0.42							
February 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1264 90	973	1.30							
February 2017 February 2017	Pre-Ordering 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	1.30							
			Pre-Order Response Times (TN Reservation)  Pre-Order Response Times(Loop Qual Tools)													
February 2017	Pre-Ordering	PO-1-IMA GUI		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		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56158.43	3,499	16.05							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8389.75	4,535	1.85							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.76	6,916	9.86							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26127.54	6,311	4.14							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46713.96	3,468	13.47							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14994.00	4,760	3.15							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3992.58	3,246	1.23							
February 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1.622	3.46							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,489	3,095	80.42%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	28	70	40.00%							
February 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430	527	81.59%							
February 2017	Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2.489	2.492	99.88%							
		PO-2B				N/A										
February 2017	Pre-Ordering		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic		28	28	100.00%							
February 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	430	432	99.54%							
February 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:17	1	24:17							
February 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	221:22	153	1:27							
February 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	195	195	100.00%							
February 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	359	359	100.00%							
February 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,202	2,202	100.00%							
February 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	125	125	100.00%							
February 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	196	199	98.49%							
February 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	488	488	100.00%							
February 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
February 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
February 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	42	11.90%	32.38%	4	75	5.33%	22.47%	-1.517484	-1.922
January 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.726	1.729	99.83%	22.00%	-		2.0070	22.47 70		
January 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,648,903	1,648,903	100.00%							
	Billing	BI-3A BI-3B				N/A	1,648,903	1,648,903	100.00%							
January 2017		BI-3B BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation UNEs and Resale Aggregate	Diagnostic	N/A N/A	22,187	22,187	99.96%	2.02%	52,029	52,870	98.41%	12.51%	-5.983105	-4.63
January 2017	Billing	BI-4A BI-4B	UNEs and Resale Aggregate		Parity	N/A N/A			99.96%	2.02%	52,029	52,870	98.41%	12.51%	-5.983105	-4.63
January 2017	Billing		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic		22,112	22,112								
January 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days		Diagnostic	N/A	1	1	100.00%							
January 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,689,617	2,512,227	1.07							
January 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5077.86	32,161	0.16							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
January 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
January 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
January 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	22,320	22,320	100.00%							
January 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
January 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	10	15	66.67%	47.14%	0.535415	-0.674
January 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	7	42.86%			10	22.3770			3.374
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	я	62.50%							
January 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Nort-Loaded	Parity	N/A	14	34	41 18%	49 22%	11	16	68 75%	46.35%	1 520626	-0.075
January 2017 January 2017	Maintenance and Repair	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	146	34	33.33%	49.22%	11	17			0.401952	
January 2017 January 2017	Maintenance and Repair  Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2  All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Panty Diagnostic	N/A N/A	1 3	3	100.00%	47.14%	11	1/	64.71%	47.79%	0.401952	-0.75
,							3	0		40			04.5		0.0=====	0.175
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	17			0.879837	-0.465
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	0.10010			
January 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23:35	5	4:43	2:46	55:29	14				-0.712
January 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28:01	7	4:00	2:12	7:47	1	7:47	0.00		
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		1	7:47			
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	3:52	2:45	1.750686	0.06

January 2017	PID Category	PID	PID Title	Product Category										L-Q Standard Deviation 1		
	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	46:30	199:08	-1.433905	-1.87175
anuary 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	-0.54880
anuary 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						
anuary 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	-0.81587
anuary 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	-1.3302
anuary 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	-0.54533
anuary 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	-1.69936
anuary 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%		
anuary 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	-0.28093
anuary 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	13.33%	33.99%	-1.54433	-1.93888
lanuary 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	8	17	47.06%	49.91%	-1.505545	-1.91530
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	-2.03143
January 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	122	1,002	12.18%	32.70%	-0.526042	-1.31981
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	1,372	0.58%	7.61%	32	2,417	1.32%	11.43%	-1.917563	-2.16579
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	70,552	0.00%		0	55,921	0.00%			
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	59	0.00%		4,182	323,898	1.29%	11.29%	-0.878408	-1.53403
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	216	0.00%		34	2,751	1.24%	11.05%	-1.583099	-1.9624
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	2,161	0.32%	5.68%	1	950	0.11%	3.24%	1.732211	0.053
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	11	14,624	0.08%	2.74%	1	951	0.11%	3.24%	-0.275986	-1.1677
anuary 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	1.34%	11.52%	-1.866037	-2.134
anuary 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%		34	2,744	1.24%	11.06%	-0.523278	-1.318
anuary 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	-7.9945
anuary 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%						-2.9884
anuary 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,063	0.00%	0.01%						-2.99647
anuary 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	34,128	0.01%							
anuary 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,063	0.00%							
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	39	2	19.50							
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	426	11	38.73	26.76						
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00	0.00	256	2	128.00	135.76	-0.7698	-1.46800
anuary 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1,335	40	33.38	49.37	43,405	362	119.90	193.72	-2.680719	-2.62976
anuary 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%						
anuary 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%		
anuary 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	23	40	57.50%	49.43%	153	362	42.27%	49.40%	1.943134	0.18134
anuary 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	3	3	100.00%							
anuary 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%		
anuary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	152	161	94.41%							
anuary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	48	49	97.96%	14.14%	1	1	100.00%	0.00%	-2.053749	-2.24859
anuary 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	89	93	95.70%		-	<del></del>				
anuary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%			$\overline{}$	-		$\overline{}$	
anuary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%						
anuary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	14	14	100.00%	0.0070						
anuary 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Canable	Parity	N/A	2	2	100.00%	0.00%		$\rightarrow$	$\rightarrow$		$\rightarrow$	
anuary 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	2	3	3.00	0.0076		$\rightarrow$	-		$\rightarrow$	
anuary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	7	3	7.00	0.00		$\rightarrow$	-		$\rightarrow$	
lanuary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas		Benchmark	6.00	300	101	2.97	0.00			$\rightarrow$			
		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	5.50	193	34	5.68							
anuary 2017	Ordering and Provisioning	OP-4D		Unbundled Loop - DS1 Capable		0.00	193	90	0.00							
anuary 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00		90	5.06							
anuary 2017	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00 N/A	0	1	0.00							
anuary 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity		10	1	10.00	0.00						
anuary 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
anuary 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										
anuary 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING			- /	7	100.00%	0.00%	2	2	100.00%	0.00%		
anuary 2017	Ordering and Provisioning				Parity	N/A	3	7	100.00%	0.00%	2	2 2	100.00%	0.00%		
		OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A	3 175	7 3 178			2 2 1	2 2 1	100.00% 100.00%		-2.125804	
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	49	178 51	100.00% 98.31% 96.08%	0.00% 12.87% 19.41%	2 2 1 2	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality  New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A	49 94	178 51 96	100.00% 98.31% 96.08% 97.92%	0.00% 12.87%	2 2 1 2 1,812	2 2 1 2 1,968	100.00% 100.00%	0.00% 0.00%		-1.87626
anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A OP-8C	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Parity Benchmark	N/A N/A N/A 95.00%	49 94 3,535	178 51 96 3,559	100.00% 98.31% 96.08% 97.92% 99.33%	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	49 94 3,535 6846.35	178 51 96 3,559 19,561	100.00% 98.31% 96.08% 97.92% 99.33% 0.35	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A	49 94 3,535 6846.35 15751.78	178 51 96 3,559 19,561 13,018	100.00% 98.31% 96.08% 97.92% 99.33% 0.35	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-2.29239 -1.87626 -2.25812
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A	49 94 3,535 6846.35 15751.78 22598.13	178 51 96 3,559 19,561 13,018 19,561	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST	Parity Parity Parity Benchmark Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A	49 94 3,535 6846.35 15751.78 22598.13 3146.25	178 51 96 3,559 19,561 13,018 19,561 4,195	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A	49 94 3,535 6846.35 15751.78 22598.13	178 51 96 3,559 19,561 13,018 19,561	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16	0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Porability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt: Scheduler)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A	49 94 3,535 6846.35 15751.78 22598.13 3146.25	178 51 96 3,559 19,561 13,018 19,561 4,195	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Aptr. Scheduler) Pre-Order Response Times (Aptr. Scheduler)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A	49 94 3,535 6846.35 15751.78 22598.13 3146.25 3727.65	178 51 96 3,559 19,561 13,018 19,561 4,195	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Porability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 1051 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A	49 94 3,535 6846,35 15751,78 22598,13 3146,25 3727,65 720,30	178 51 96 3,559 19,561 13,018 19,561 4,195 4,195	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Aptes Scheduler) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Earlity Assignment) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 15 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A	49 94 3,535 6846.35 15751.78 22598.13 3146.25 3727.65 720.30 1241.15	178 51 96 3,559 19,561 13,018 19,561 4,195 4,195 1,715	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
inuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Aptess Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL RESPONSE TOTAL	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A	49 94 3,535 6846.35 15751.78 22598.13 3146.25 3727.65 720.30 1241.15	178 51 96 3,559 19,561 13,018 19,561 4,195 4,195 1,715 1,205	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Porability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Responses Times (Address Validation) Pre-Order Responses Times (Appt. Scheduler) Pre-Order Responses Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A	49 94 3,525 6846.35 15751.78 22598.13 3146.25 3727.65 720.30 1241.15 1961.45 3223.08	178 51 96 3,559 19,561 13,018 19,561 4,195 4,195 1,715 1,205 1,715 3,837	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 15 Capable LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	49 94 3,525 6846,35 15751.78 22598.13 3146.25 3727.65 720.30 1241.15 1961.45 3223.08 8107.65	178 51 96 3,559 19,561 13,018 19,561 4,195 4,195 1,715 1,205 1,715 3,837 3,771	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15	0.00% 12.87% 19.41%	2 1 1 2 1.812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
inuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Porability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 1051 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST TOTAL	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	49 94 3,535 6846.35 15751.78 22598.13 3146.25 720.30 1241.15 1961.45 3223.08 8107.65 11330.73	178 51 96 3,559 19,561 13,018 19,561 4,195 1,715 1,205 1,715 3,837 3,771 3,837	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Earlity Assignment) Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	49 94 3,535 6846.35 15751.78 22598.13 3146.25 3727.65 720.30 1241.15 1961.45 3223.08 8107.65 11330.73 8216.53	178 51 96 3.559 19.561 13,018 19,561 4,195 4,195 1,715 1,205 1,715 3,377 3,777	100.00% 98.31% 96.06% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.07	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017 anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality  New Service Installation Quality  New Service Installation Quality  Number Portability Timeliness without Loop Coord  Pre-Order Response Times (Address Validation)  Pre-Order Response Times (Address Validation)  Pre-Order Response Times (Appt. Scheduler)  Pre-Order Response Times (Appt. Scheduler)  Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Check)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	49 94 3,535 6846.35 15751.78 22598.13 3146.25 3727.65 720.30 1241.15 1361.45 3223.08 8107.65 11330.73 8216.53 6486.00	178 51 96 3,559 19,561 13,018 19,561 4,195 1,715 1,205 1,715 3,837 7,679	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.07	0.00% 12.87% 19.41%	2 2 1 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (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 (Gatt CSR) Pre-Order Response Times (Get CSR)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 15 Capable LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	49 94 3,535 6846.35 15/751.78 22598.13 3146.25 3727.65 720.30 1241.15 1961.45 3223.08 8107.65 11330.73 8216.53 6486.00 14702.53 2266.90	178 51 96 3,559 19,561 13,018 19,561 4,195 4,196 1,715 1,205 1,716 3,837 7,779 5,640 7,679	100.00% 98.31% 96.06% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.107	0.00% 12.87% 19.41%	2 2 1 2 1.812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.8762
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apr. Scheduler) Pre-Order Response Times (Apr. Scheduler) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Get CSR)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 10 Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL	Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A 95.00% N/A 95.00% N/A	49 94 3,555 6846.35 15/751.78 22598.13 3146.25 720.30 1241.15 1061.45 3223.08 8107.65 11330.73 8216.53 6486.00	178 51 96 3,559 19,561 13,018 19,661 4,195 4,195 1,716 1,206 1,716 3,837 3,771 3,837 7,679 5,640 7,679	100.00% 98.31% 96.06% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.07 1.15	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.8762
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IIMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Apt. Scheduler) Pre-Order Response Times (Eaplity Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gatlity Check) Pre-Order Response Times (Gatlity Check) Pre-Order Response Times (Gatlity Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Benchmark Diagnostic	NVA NVA NVA 95.00% NVA	49 94 3,535 6846.35 15751.78 22598.13 3146.25 3727.65 720.30 1241.15 1961.45 3223.08 8107.65 11330.73 8216.53 6486.00 14702.53 2266.90 655.05 220.95	178 51 96 3.559 19.561 13.018 19.561 14.195 4.195 1.715 1.205 1.715 3.837 7.7679 1.079 1.191	100.09% 98.31% 96.08% 97.92% 99.33% 0.35 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.07 1.15 2.10 0.55	0.00% 12.87% 19.41%	2 2 1 2 1.812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.8762
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Schoduler) Pre-Order Response Times (Appt. Schoduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 1051 Capable Urbundled Loop - 1051 Capable Unbundled Loop - 1051 Capable REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Banchmark Diagnostic	NVA	49 94 3,535 6846.35 6846.35 15/751.78 22598.13 3146.25 3727.65 720.30 1241.15 1861.45 3223.08 8107.65 11330.73 8216.53 6486.00 14702.53 2265.90 655.05 2920.95 3886.68	178 51 96 3,559 19,561 13,018 19,561 4,195 4,195 1,716 3,837 7,679 5,640 7,679 1,1079 6,827	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.07 1.15 1.91 2.10 0.55 2.71	0.00% 12.87% 19.41%	2 1 1 2 1.812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 nurary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 12 Capable Unbundled Loop - 15 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Benchmark Benchmark Diagnostic	NVA	49 94 3,535 6846.35 15/751.78 22598.13 3146.25 3727.65 720.30 1241.15 1961.45 3223.08 8107.65 11330.73 8216.53 6486.00 14702.53 2265.90 655.05 2920.95 3686.58 7878.00	178 51 96 3,559 19,561 13,018 19,661 14,195 4,195 1,716 1,206 1,716 3,837 7,679 5,640 7,679 1,107 1,079 1,1079 6,627 13,130	100.09% 98.31% 96.06% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.07 1.15 2.95 1.07 1.19 2.10 0.56 2.71 0.56	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	Unbunded Loop - 2 Wire Non-Leaded Urbunded Loop - DS1 Capable Urbunded Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Benchmark Diagnostic	NVA	49 94 3,535 6846,35 6846,35 15/751,78 22598,13 3146,25 3727,65 720,30 1241,15 1961,45 3223,08 8107,65 11330,73 8216,53 6486,00 14702,53 2266,50 655,05 2820,95 3686,58 7970,00 11564,58	178 51 96 3,559 19,561 13,018 19,561 4,195 4,195 1,715 1,205 1,715 3,837 7,679 5,640 7,679 1,191 1,079 6,827 13,130 6,827	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.07 1.15 1.91 2.10 0.55 2.71 0.54 0.60	0.00% 12.87% 19.41%	2 2 1 2 1,812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017 nuruary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability)	Unbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 12 Capable Unbundled Loop - 13 Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REGUEST RESPONSE	Parity Parity Parity Parity Parity Parity Benchmark Benchmark Diagnostic	NVA	49 94 3,535 6846.35 15/751.78 22998.13 3146.25 3727.65 720.30 1241.15 1961.45 3223.08 8107.65 466.00 14702.53 2265.90 655.05 2390.95 3886.58 7878.00 11564.58	178 51 96 3,559 19,561 13,018 19,661 14,195 4,195 1,715 1,206 1,715 3,837 7,679 5,640 7,679 1,1079 1,1079 6,827 1,3130 6,827 1,108	100.00% 98.31% 96.06% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 1.07 1.15 0.95 2.95 1.07 1.15 1.91 2.10 0.55 2.71 0.54 0.60 1.69 1.69 0.25	0.00% 12.87% 19.41%	2 2 1 2 1.812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626
anuary 2017	Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	Unbunded Loop - 2 Wire Non-Leaded Urbunded Loop - DS1 Capable Urbunded Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Benchmark Diagnostic	NVA	49 94 3,535 6846,35 6846,35 15/751,78 22598,13 3146,25 3727,65 720,30 1241,15 1961,45 3223,08 8107,65 11330,73 8216,53 6486,00 14702,53 2266,50 655,05 2820,95 3686,58 7970,00 11564,58	178 51 96 3,559 19,561 13,018 19,561 4,195 4,195 1,715 1,205 1,715 3,837 7,679 5,640 7,679 1,191 1,079 6,827 13,130 6,827	100.00% 98.31% 96.08% 97.92% 99.33% 0.35 1.21 1.16 0.75 0.89 0.42 1.03 1.14 0.84 2.15 2.95 1.07 1.15 1.91 2.10 0.55 2.71 0.54 0.60	0.00% 12.87% 19.41%	2 2 1 2 1.812	1 2	100.00% 100.00% 100.00%	0.00% 0.00% 0.00%	-1.441328	-1.87626

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2293.41	3,423	0.67							
January 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51346.01	2,701	19.01							
lanuary 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	53639.42	3,423	15.67							
lanuary 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							
lanuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7614.30	4,479	1.70							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67178.52	6,876	9.77							
lanuary 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26253.76	6,311	4.16							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47120.81	3,373	13.97							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3863.25	765	5.05							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	3.15							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3895.20	3,246	1.20							
January 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	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	51.32%							
January 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	466	555	83.96%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,555	2,561	99.77%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	39	39	100.00%							
January 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	466	470	99.15%							
January 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1:38	1	1:38							
January 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	165:50	169	0:59							
January 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	183	183	100.00%							
January 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	458	458	100.00%							
lanuary 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	100.00%							
January 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	175	179	97.77%							
January 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	502	502	100.00%							
January 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
January 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	22	60	36.67%	48.19%	2	90	2.22%	6 14.74%	-14.020278	9.5237
December 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,671	1,673	99.88%							
December 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,244,310	1,244,440	99.99%							
December 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,945	21,945	100.00%							
December 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,286	2,287	99.96%	2.09%	60,711	61,511	98.70%	6 11.33%	-5.20913	-4.1669
December 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21,945	21,945	100.00%							
December 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,466,468	3,229,169	1.07							
December 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4394.53	29,217	0.15							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
December 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
December 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
December 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
December 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	11	63.64%	48.10%	10	19	52.63%	6 49.93%	-0.581737	-1.3536
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	8	25.00%							
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	6	9	66.67%							
December 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	49	36.73%	48.21%	10				0.589479	
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	9	44.44%	49.69%	10				0.642636	-0.6093
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	0.001			
December 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	6	100.00%	0.00%	10	15			-1.46385	
December 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	5	60.00%	48.99%	356	616			-0.099554	
December 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,250				-0.997887	-1.6066
	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	20:53	1	20:53	0:00	28981:34					
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	58:21	11	5:18	4:34	79:00	16	4:56	6 4:02	0.133245	-0.9189
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	5:46	1	5:46	0:00						
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	56:16	8	7:02	3:24	12:46	1	12:46			
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29:29	9	3:17	1:51	12:46		1244			
December 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	299:26	49	6:07	5:45	96:38	18				
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				
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					-1.0198
	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		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					
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			-1.524559	-1.9268
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%			
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	11	9.09%	28.75%	5	22	22.73%	6 41.91%	-0.881176	-1.5357
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	8	0.00%	0.00%	0	1	0.00%			
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	9	0.00%	0.00%	0	1	0.00%			
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	49	16.33%	36.96%	5	22			-0.595146	
December 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	63	11.11%	31.43%	508					
December 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	9	33.33%	47.14%	1	15			1.124338	-0.3164
December 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%			
December 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	6	33.33%	47.14%	1	15			0.899435	
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					
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	1,407	1.42%	11.84%	34	2,439			0.069937	-0.957
ecember 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	70,788	0.00%	0.53%	1	56,233	0.001		0.439535	
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	60	0.00%		4,121				-0.875039	
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	211	0.47%	6.87%	37					
December 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	2,239	0.36%	5.97%	1	968			2.055442	
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			-0.39801	
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%	6 11.96%	-0.991252	-1.6026
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	22	0.00%		37	2,771	1.34%	6 11.48%	-0.543495	-1.3304

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	71		0.0070	0.1070	4,882	486,100	1.00%	9.97%	-10.732325	
December 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	8	33,960	0.02%	0.25%						-2.92749
December 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,087		0.09%						-2.97441
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	0.03%							
December 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	10,001								
December 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	157		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		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				61,008	413	147.72	207.15	-1.0971	-1.6669
December 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0									
December 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	12		37.27%	192	413	46.49%	49.88%	-2.041821	-2.24133
December 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	0	1	0.00%							
December 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4									
December 2016	Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	LIS Trunk  UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%							
December 2016	Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas		Benchmark Benchmark	90.00%	1	1								
December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	121			15.61%			25.00%	43.30%	-3.192795	-2.94108
December 2016 December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable  Unbundled Loop Analog	Benchmark	90.00%	39			15.61%	- 1	4	25.00%	43.30%	-3.192/95	-2.94108
December 2016	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4									
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2		100.00%	0.00%		2	50.00%	50.00%	.1	-1.60795
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4					2	30.0076	30.0076	-1	-1.00783
December 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1		100.00%	0.0070						
December 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00		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								
December 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	113									
December 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	174									
December 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
December 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	16	4	4.00							
December 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	3	3	100.00%	0.00%		
December 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2	4	50.00%	50.00%	-0.894427	-1.54377
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	LNP	Benchmark	95.00%	3,574	3,580	99.83%							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6544.66	19,249	0.34							
December 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15825.84									
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22370.50	19,249	1.16							
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3308.54									
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3797.28									
December 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.22									
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1356.48									
December 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2057.70	.,,								
December 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3295.45									
December 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8364.16									
December 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL REQUEST	Diagnostic	N/A	11659.61 8078.70	3,877								
December 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)		Diagnostic	N/A		.,								
December 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00									
December 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL REQUEST	Diagnostic	N/A	14564.70 2371.81									
December 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A N/A	23/1.81									
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								
December 2016 December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST		N/A	3315.00									
December 2016 December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability)  Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic Diagnostic	N/A	7924.84									
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11239.84									
December 2016 December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability)  Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	11239.84									
December 2016 December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)  Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	246.33 773.96									
December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1097.46									
December 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2117.75									
December 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (1N Reservation)	REQUEST	Diagnostic	N/A	2467.75									
December 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48167.14									
December 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	50634.39									
December 2016	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78									
December 2016	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Appt. Scheduler XMI.)	XMI Request/Response	Diagnostic	N/A	7300 77	4,325								
December 2016	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scriedaler XML)	XML Request/Response	Diagnostic	N/A	66721.92	.,,,,,								
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26569.31	6,311								
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46040.56									
December 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25									
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									
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	99.47%							
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	32								
December 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	428	428	100.00%							
December 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	324:28	164								
December 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%							
December 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	429	429								
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	INP	Benchmark	95.00%	2.066	2.066	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	13	13	100.00%							
December 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	182	184	98.91%							
December 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	469	469	100.00%							
December 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	20	20	100.00%							
December 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	6	24	25.00%	43.30%	12	92	13.04%	33.68%	-1.548915	-1.941674