

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

## Washington April 2017 - April 2018

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.

May 11, 2018

CenturyLink QC Performance Results - Current 271 PID

	PID Category	PID	PID Title	Product Category						LEC Standard Deviation C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result CT	L-Q Standard Deviation	Modified Z Score	Parity Score
pril 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,486	1,487	99.93%							
pril 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	919,754	919,754	100.00%							
pril 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,203	5,203	100.00%							
April 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,147	2,150	99.86%	3.73%	49,239	49,590	99.29%	8.38%	-3.07711	-2.87075
April 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,203	5,203	99.99%							
April 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,700,581	2,637,971	1.02							
April 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2482.63	24,195	0.10							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%							
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	25,800	100.00%							
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
April 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	6	33.33%	47.14%	7	15	46.67%	49.89%	0.058236	-0.964595
April 2018	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%							
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	3	66.67%							
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	33	63.64%	48.10%	7	14	50.00%	50.00%	-0.855068	-1.519844
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	3	9	33.33%	47.14%	-1.341641	-1.81566
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
April 2018	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%	4	10	40.00%	48.99%	-1.207615	-1.734178
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	6	83.33%	37.27%	461	624	73.88%	43.93%	-0.524693	-1.318991
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%	2,027	3,191	63.52%	48.14%	-0.244739	-1.148791
April 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	27:18	1	27:18	0:00	58611:44	1,923	30:29	61:58	-0.051298	-1.031187
April 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	67:52	1	67:52	0:00	67462:02	2,380	28:21	56:32	1.346939	-0.181119
April 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	3:27	1	3:27	0:00	15641:57	553	28:17	26:30	-0.936499	-1.569351
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	28:06	6	4:41	1:51	67:28	15	4:30	4:22	0.199336	-0.878812
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:56	2	2:58	1:14						
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9:44	3	3:15	2:57						
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	130:56	33	3:58	2:43	64:22	14	4:36	4:30	-0.438124	-1.266361
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	208:36	40	5:13	3:29	70618:49	2,586	27:18	54:41	-2.535783	-2.541647
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:22	1	2:22	0:00	48:06	9	5:21	2:55	-0.969965	-1.589697
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	5:56	1	5:56	0:00						
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:23	4	4:21	4:04	51:05	10	5:06	2:51	-0.452933	-1.275364
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	279:59	9	31:07	38:39	15674:33	563	27:50	26:28	0.398855	-0.757513
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	1,020	0.69%	8.26%	24	2,068	1.16%	10.71%	-1.157348	-1.703618
April 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	65,968	0.00%	0.39%	0	52,370	0.00%			
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14.14%	2,777	271,635	1.02%	10.06%	0.26454	-0.839171
April 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	235	0.85%	9.19%	26	2,367	1.10%	10.42%	-0.34701	-1.210967
April 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1,466	0.14%	3.69%	0	944	0.00%			
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	12,017	0.02%	1.58%	0	944	0.00%			
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	37	3,888	0.95%	9.71%	24	2,118	1.13%	10.58%	-0.634948	-1.386021
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		26	2,361	1.10%	10.44%	-0.420665	-1.255746
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	49	19,973	0.25%	4.95%	3,522	413,110	0.85%	9.19%	-9.116264	-6.542295
April 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,810	2,098	86.27%	34.41%	-0.398798	-1.242452
April 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	11	32,712	0.04%	0.17%						-2.894989
April 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	13,015	0.02%	0.13%						-2.939313
April 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	32,712	0.04%							
April 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,015	0.02%							
April 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	448	4	112.00	0.00						
April 2018	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%						
April 2018	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
April 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	603	606	99.50%	7.02%	-0.070476	-1.042847
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	4	4	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57	63	90.48%							
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	75	79	94.94%	21.92%	5	5	100.00%	0.00%	-0.767808	-1.466794
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	22	22	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	3	4	75.00%	43.30%	-0.755929	-1.459572
April 2018	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2	2.50							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	248	48	5.17							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	74	14	5.29							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	105	22	4.77							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,939	1,941	99.90%							
April 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	7005.24	19,459	0.36							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16524.90	12,810	1.29							
April 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23530.14	19,459	1.21							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4025.38	4,909	0.82							
April 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4637.55	4,909	0.94							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	754.00	1,885	0.40							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1344.72	1,293	1.04							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2098.72	1,885	1.11							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3175.60	3,736	0.85							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7296.00	3,840	1.90							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10471.60	3,736	2.80							
April 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8281.80	7,740	1.07							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6344.76	5,716	1.11							
	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14626.56	7,740	1.89							
April 2018						N/A		1,128	2.33							

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 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.48	1,183	0.56							
pril 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3290.72	1,128								
pril 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4022.95	6,595								
April 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8730.80	13,432								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12753.75									
April 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.30	1,135								
April 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	789.66	1,926	0.41							
April 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2238.12	1,926	1.16							
April 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2350.72	3,673								
April 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54321.00	2,850	19.06							
April 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56671.72	3,673								
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8183.00	4,900	1.67							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8459.28	4,548								
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66416.76	6,833	9.72							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24316.20	6,399	0.00							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48431.60	3,530	13.72							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4238.45	823								
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18111.60	5,031	3.60							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3359.00	3,359								
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5823.18	1,683	3.46							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,952	2,415	80.83%							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	44	61.36%							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	372	75.81%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,952	1,989	98.14%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	28								
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	285	98.95%							
April 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	289:37	258								
April 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27								
April 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	281	281	100.00%							
April 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,759	1,759								
April 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12								
April 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	148	148								
April 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	402									
April 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	102	1								
April 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	39	39								
April 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	4	14		45.18%	2	32	6.25%	24.21%	-2.877772	-2.74956
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	Oribunded Loops and Number Portability	Parity by Design	N/A	1,789	1,789	100.00%	43.10%	2	32	0.23%	24.2170	-2.011112	-2.74930
	Billing	BI-3A		All			1,789	1,789								
March 2018			Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A			100.00%							
March 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	100.00%							
March 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,458	2,467		6.03%	46,388	46,635	99.47%	7.26%	-1.099225	-1.66828
March 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	99.99%							
March 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	7,152,455	7,069,660	1.01							
March 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	3019.30	24,249	0.12							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420								
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140								
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925								
March 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
March 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
March 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2018	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%	8	8	100.00%	0.00%	1.812363	0.10183
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	50.00%							
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	11								
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	16	37	43.24%	49.54%	5	5	100.00%	0.00%	1.978766	0.20300
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	8	12	66.67%	47.14%	-0.531369	-1.32304
March 2018	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%						
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	8	12	66.67%	47.14%	-0.849591	-1.51651
March 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	405	515	78.64%	40.98%	0.295958	-0.8200
March 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	3	66.67%	47.14%	2,010	2,879	69.82%	45.91%	-0.412191	-1.25059
March 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	29:30	1	29:30	0:00	42578:39	1,736	24:32		0.799501	-0.51393
March 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	89:56	2	44:58	32:33	49443:49	2,104	23:30	26:09	1.21596	-0.26074
March 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	20:28	1	20:28	0:00	17398:00	599	29:03		-0.314783	-1.19137
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23:29	5	4:42	1:51	12:57	5	2:35	1:14	1.248085	-0.24121
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	70:07	4		20:02	35:17	1				
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	61:04	11	5:33		35:17	1	35:17			
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	183:28	37		2:51	5:53				1,418654	-0.1375
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	736:53	59		8:49	51138:51	2,212			-3.074089	
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:42	5		1:51	56:17	9			-1.041287	
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	25:49	1	25:49	0:00	30.17		0.10	0.42		
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	15:01	7	2:09	1:36	56:17	9	6:15	5:42	-1.42891	-1.86871
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	37:21	/	9:20	8:00	17560:31	622	28:14		-1.386195	
March 2018	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	Residence	Parity	N/A	37.21	4	0.00%	0.00	17300.31	1 920			-0.379663	
March 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp W/I MSA  Repair Repeat Rprt Rate-Disp W/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	242	1,920			-0.378003	-1.23081
March 2018 March 2018	Maintenance and Repair  Maintenance and Repair	MR-7A MR-7B	Repair Repeat Report Rate-Disp w/I MSA  Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A N/A	0	2	0.00%	0.00%	1 2	2			-1	-1.60/98
March 2018 March 2018	Maintenance and Repair  Maintenance and Repair				Parity	N/A N/A	0	1	20.00%	40.00%	2				-0.361202	-1.21959
		MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable			1	5			1	8			-0.361202	-1.21959
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.0010	0.00%	0	1	0.00.			
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	11		28.75%	0	1	0.00%		-1.382994	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	37		36.86%	1	8	12.00%		-0.349684	
March 2018									5.08%	21.97%						
March 2018 March 2018 March 2018	Maintenance and Repair  Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog  Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	3	59 5		21.97%	309 3	2,527 12	12.23%		-1.655587 -1.084652	

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	3	12	25.00%	43.30%	-1.213954	-1.738032
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0		0.0070	0.00%	77	683	11.27%	31.63%	-0.710839	-1.432159
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10			9.74%	20	2,002	1.00%	9.94%	-0.110829	-1.067379
March 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	68,056		0.38%	0	52,222	0.00%			
March 2018 March 2018	Maintenance and Repair  Maintenance and Repair	MR-8	Trouble Rate Trouble Rate	Residence SUB-LOOP UNBUNDLING	Parity	N/A N/A	1	49		14.14% 11.25%	2,593 20	275,170 2.300	0.94%	9.66%	0.328469	-0.800305 -0.779342
March 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	3			11.25%	20		0.87%	9.28%	1 227847	-0.77934
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	11	.,	0.00.10	3.00%	1	954	0.10%	3.24%	-0.135287	-1.082249
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wile Non-Edaded	Parity	N/A	44			10.57%	17	2 055	0.10%	9.06%	1.226779	-0.25417
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0			10.57 /6	20	2,294	0.87%	9.30%	-0.373827	-1.22727
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	63			5.58%	3.210	417.556	0.77%	8.73%	-7.255604	-5.411094
March 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0		0.00%	0.00%	1.692	1,920	88.13%	32.35%	1.178951	-0.283248
March 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	8	33,072		0.16%						-2.924782
March 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	4	13,015		0.27%						-2.899537
March 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	8	33,072	0.03%							
March 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4									
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	92	2	46.00							
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	365	5	73.00	40.25						
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	5	1	5.00	0.00	37,293	197	189.30	245.28	-0.749492	-1.45565
March 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	5		0.00%						
March 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	85	197	43.15%	49.53%	3.719016	1.261001
March 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	2	00.0070							
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2									
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2			0.00%	2	2	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	62									
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	84 17			15.07%	0	1	0.00%	0.00%		
March 2018 March 2018	Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog  Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	90.00%										
March 2018 March 2018	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk		90.00% N/A	2			0.00%			100.00%	0.00%		
March 2018 March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	N/A 90.00%	2	2	100.00%	0.00%	3	3	100.00%	0.00%		
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded  Unbundled Loop - DS1 Capable	Parity	90.00% N/A	9	9		0.00%						
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%	0.0076						
March 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2								
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	111									
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	144									
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	97	20	4.85							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5		5.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	2	1	2.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4		0.00%	5	5	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2		100.00%	0.00%	3	3	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77	100.0070	0.00%	1	1	100.00%	0.00%		
March 2018	Ordering and Provisioning															
March 2018		OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	98			10.00%	3	3	100.00%	0.00%	-1.88951	
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	20	22	90.91%	10.00% 28.75%	3 1,261	1,334	100.00% 94.53%	0.00% 22.74%	-1.88951 0.395869	
	Ordering and Provisioning	OP-5A OP-8C	New Service Installation Quality  Number Portability Timeliness without Loop Coord	Unbundled Loop Analog LNP	Parity Benchmark	N/A 95.00%	20 5,478	22 5,486	90.91% 99.85%		3 1,261	1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality  Number Portability Timeliness without Loop Coord  Pre-Order Response Times (Address Validation)	Unbundled Loop Analog LNP REQUEST	Parity Benchmark Diagnostic	N/A 95.00% N/A	5,478 6809.25	5,486 19,455	90.91% 99.85% 0.35		3 1,261	1,334				
March 2018	Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop Analog LNP REQUEST RESPONSE	Parity Benchmark Diagnostic Diagnostic	N/A 95.00% N/A N/A	5,478 6809.25 16426.24	22 5,486 19,455 12,833	90.91% 99.85% 0.35 1.28		3 1,261	1,334				
March 2018 March 2018	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 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 Analog  LNP  REQUEST  RESPONSE  TOTAL	Parity Benchmark Diagnostic Diagnostic Diagnostic	N/A 95.00% N/A N/A N/A	5,478 6809.25 16426.24 23235.49	22 5,486 19,455 12,833 19,455	90.91% 99.85% 0.35 1.28 1.19		3 1,261	1,334				
March 2018 March 2018 March 2018	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST	Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	N/A 95.00% N/A N/A N/A N/A	20 5,478 6809.25 16426.24 23235.49 4022.92	22 5,486 19,455 12,833 19,455 4,906	90.91% 99.85% 0.35 1.28 1.19		3 1,261	3 1,334				
March 2018 March 2018	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 PO-1-IMA GUI PO-1-IMA GUI	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 Analog  LNP  REQUEST  RESPONSE  TOTAL	Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A 95.00% N/A N/A N/A	5,478 6809.25 16426.24 23235.49	22 5,486 19,455 12,833 19,455 4,906	90.91% 99.85% 0.35 1.28 1.19 0.82		3 1,261	3 1,334				
March 2018 March 2018 March 2018 March 2018	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	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 Number Portubility 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 (Appt. Scheduler)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL	Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A 95.00% N/A N/A N/A N/A N/A	20 5,478 6809.25 16426.24 23235.49 4022.92 4634.58	22 5,486 19,455 12,833 19,455 4,906 4,906	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94		3 1,261	3 1,334				
March 2018 March 2018 March 2018 March 2018 March 2018	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 Number Portability Timellness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST	Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A 95.00% N/A N/A N/A N/A N/A N/A	20 5,478 6809.25 16426.24 23235.49 4022.92 4634.58 748.80	22 5,486 19,455 12,833 19,455 4,906 4,906 1,872	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40		3 1,261	3 1,334				
March 2018 March 2018 March 2018 March 2018 March 2018 March 2018	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI	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)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST REQUEST RESPONSE	Parity Benchmark Diagnostic	N/A 95.00% N/A N/A N/A N/A N/A N/A N/A	20 5,478 6809.25 16426.24 23235.49 4022.92 4634.58 748.80	22 5,486 19,455 12,833 19,455 4,906 4,906 1,872 1,282	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.12		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI	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 (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)	Unbundled Loop Analog LIAP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST RESPONSE	Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	20 5,478 6809.25 16426.24 23235.49 4022.92 4634.58 748.80 1346.10 2094.90 3171.35 7282.70	22 5.486 19.455 12,833 19,455 4,906 4,906 1,872 1,282 1,872 3,731	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.85		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C PO-1-IMA GUI	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) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL RECOUEST RESPONSE TOTAL RECOUEST	Parity Benchmark Diagnostic	N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A	20 5,478 6809.25 16426.24 23235.49 4022.92 4634.58 748.80 1346.10 2094.90	22 5.486 19.455 12,833 19,455 4,906 4,906 1,872 1,282 1,872 3,731	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.85		3 1,281	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C OP-8C PO-1-IMA GUI	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 (Equit) Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chock)	Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Banchmark Diagnostic	N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	20 5,478 6809,25 16426,24 23225,49 4022,92 4634,58 748.80 1346.10 204,99 3171,35 7282,70	22 5,485 19,455 12,833 19,455 4,906 4,906 1,872 1,282 1,872 3,731 3,833 3,731 7,726	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.85 1.90 2.80 1.09		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SC OP-SC OP-SC PO-1-IMA GUI	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 (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL RECOUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Benchmark Diagnostic	N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	20 5.478 6809.25 16426.24 23255.49 4022.92 4634.58 748.80 1346.10 2094.90 3171.35 7282.70 10454.05	22 5.488 19.455 12.833 19.455 4.906 4.906 1.872 1.282 1.3731 3.333 3.731 7.728 5.701	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.85 1.90 2.80 1.09 1.11		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-5A OP-8C OP-8C PO-1-IMA GUI	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) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Banchmark Disapnostic	N/A 95.00% N/A	20 5,478 6809.25 16426.24 2225.49 4022.92 4634.58 748.80 3171.35 7282.70 10454.06 8421.34 6271.10 14682.44	22 5.486 19.455 12.833 19.455 4.906 4.906 1.872 1.282 1.872 3.731 5.833 3.731 7.726 5.701 7.726	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.85 1.90 2.80 1.09 1.10		3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SC OP-SC OP-SC PO-1-IMA GUI	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 (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)	Unbundied Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Banchmark Diagnostic	N/A 95.00% N/A	20 5,478 6809.25 16428.24 2325.49 4022.92 4634.59 748.80 1346.10 2004.90 3171.35 7282.70 10454.05 8421.34 6271.10	22 5,486 19,455 12,833 19,455 4,900 4,900 4,900 1,872 1,872 3,731 3,333 3,731 7,726 5,701 7,726	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.85 1.90 2.80 1.09 1.10 1.90 2.80		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SC PO-1-IMA GUI	New Service Installation Quality Number Portubility 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 (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 (Gatility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Benchmark Disagnostic	N/A 95.00% N/A	20 5.478 6809.25 16426.24 23235.49 4022.92 4634.55 748.80 3171.35 7282.70 10454.06 8421.34 6271.10 14892.44 2588.69 645.15	22 5.486 19.455 12.833 19.455 4.906 4.906 1.872 1.282 1.972 3.731 7.726 5.701 7.726 1.999	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.85 1.90 2.80 1.90 1.10 1.90 2.31		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SC PO-1-IMA GUI	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 (Eapt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	Unbundled Loop Analog LIAP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Banchmark Diagnostic	N/A 95.00% N/A	20 5,478 6809.25 16426.24 23236.49 4022.92 4634.56 748.80 3171.35 7282.70 10464.05 4271.10 1482.44 2538.69 645.15	22 5.486 19,455 12,833 19,455 4,906 4,900 4,900 1,872 1,872 3,731 3,833 3,731 7,728 5,701 7,728 1,109 1,173 1,109	90.91% 99.85% 0.35 1.28 1.19 0.82 0.94 0.40 1.05 1.10 2.80 1.09 1.10 1.10 1.90 2.80 1.09 1.10 1.00 1.		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SC PO-1-IMA GUI	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 (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST REQUEST RESPONSE	Parity Banchmark Diagnostic	N/A 95.00% N/A 95.00% N/A	20 5,478 8699,25 16426,24 1642	22 5,486 19,455 12,833 19,455 4,906 4,906 1,872 1,282 1,872 3,731 7,726 5,701 7,726 1,173 1,173 1,173 1,173 1,173 1,173 1,173	90.91% 99.85% 0.355 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.855 1.90 2.80 1.19 1.90 2.30 1.19 2.31 1.52 2.31		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SC PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pers-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 (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Banchmark Disagnostic	N/A 95.00% N/A 95.00% N/A	200 5,478 6800 256 16426 24235,49 4022.92 4694.55 748.80 3171.35 7282.70 10454.62 4253.66 6271.10 14692.44 2538.66 6451.51 3183.84 318	22 5.486 19.455 12.833 19.4555 4.906 4.906 1.872 1.282 1.872 3.731 3.833 3.731 7.726 1.099 1.173 1.099 6.594 13.430	90.91% 99.85% 0.355 1.28 1.191 0.82 0.94 0.40 0.40 0.40 1.05 1.1212 0.85 1.190 2.80 0.90 1.100 2.80 0.80 1.90 1.		3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA PO-1-IMA GUI	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 (Appt. Scheduler) 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 (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	Unbundied Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Banchmark Diagnostic	N/A 95.00% N/A	208 5.4.78 6809.25 16426.24 2323.64 4002.29 4634.55 748.80 1346.10 2094.90 3171.35 7282.70 10454.05 4621.34 6271.10 14692.44 2538.66 645.15 3183.84 4154.22	22 5.486 19.455 12.833 19.455 4.900 4.900 4.900 1.872 1.872 3.731 7.726 5.701 7.726 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.174 1.173	99.85% 93.85% 1.28 1.19 0.82 0.94 0.40 1.105 1.122 0.85 1.19 0.85 1.19 0.85 1.19 0.85 1.20 0.85 1.30 0.85 1.30 0.85 1.30 0.85 1.30 0.85 1.30 0.85 1.30 0.85 1.30 0.85 1.30 0.85 1.30 0.85 1.30 0.85		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SC PO-1-IMA GUI	New Service Installation Quality Number Portubility 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 (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Benchmark Benchmark Disagnostic	NVA   95.00%   NVA   95.00%   NVA   NVA	20 5,478 8600,25 16426,24 2325,46 464 165 246 247 247 247 247 247 247 247 247 247 247	22 5.486 19.455 12.833 19.455 4.906 4.906 1.872 1.282 1.872 3.731 7.726 1.099 1.173 1.099 6.594 1.3430 6.594 1.13430	90.91% 90.85% 0.353 1.28 1.191 0.82 0.944 0.404 0.404 0.405 1.102 2.200 1.100 1.90 1.100 1.90 2.31 0.55 2.30 0.65 2.30 0.65 2.30 0.65 2.30 0.65 2.30 0.65 2.30 0.65 2.30 0.65 2.30 0.65 2.30 0.65 2.30 0.65 2.30 0.65		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA PO-1-IMA GUI	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 (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Pont Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Reservation)	Unbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Banchmark Diagnostic	NVA   95.00%   NVA   N	20 5.454 6.455 6.4	22 5.486 19.455 12.833 19.455 4.006 4.006 4.006 1.872 1.872 1.872 1.772 5.701 7.726 1.099 1.173 1.473	99.85% 9.85% 1.28 1.19 0.82 0.40 1.00 1.00 1.00 2.80 1.10 1.90 2.80 1.10 1.90 2.90 1.10 1.90 2.90 1.10 1.90 2.90 1.10 1.90 2.90 1.9		3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SC PO-1-IMA GUI	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 (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation)	Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Benchmark Disagnostic	NVA   95.00%   NVA   95.00%   NVA   NVA	20 5,478 6809,25 16468,24 16468,24 16468,24 16468,24 16468,24 16468,24 16468,24 16468,24 16588,24 16588,24 16588,24 16588,24 1	22 5.486 19.455 12.833 19.455 4.906 4.906 1.872 1.282 1.872 3.731 7.726 5.701 7.726 1.099 6.594 13.430 6.594 1.128	90.91% 90.95% 1.28 1.19 0.42 0.40 0.40 1.05 1.12 0.55 1.99 1.10 1.90 1.10 1.90 1.05 1.90 1.05 1.90 1.05 1.90 1.05 1.90 1.05 1.90 1.05 1.		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Number Portability Timeliness without Loop Coord Number Portability Timeliness without Loop Coord Number Per-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 (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Met Resirvice Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Meservation)	Unbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Banchmark Banchmark Disagnostic Disagnostic Diagnostic	NVA   95.00%   NVA   N	20 5.454 6.455 6.4	22 5.486 19.455 12.833 19.4555 4.906 4.906 1.872 1.282 1.872 3.731 5.8333 3.731 7.726 1.099 1.173 1.099 6.594 13.430 6.594 11.282	90.91% 99.85% 1.28 1.191 0.82 0.94 0.40 0.40 1.05 1.102 0.85 1.100 1.20 1.20 1.20 0.30 1.00		3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA PO-1-IMA GUI	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 (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	Unbundled Loop Analog  LNP  REQUEST  RESPONSE  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  REQUEST  RESPONSE  TOTAL  REQUEST  TOTAL  REQUEST  RESPONSE  TOTAL  REQUEST  RESPONSE	Parity Banchmark Diagnostic	NVA   95.00%   NVA   N	200 5,478 6800 256 16426 242325 494 4022 92 4634,55 748,80 3171,35 7282,70 10454,6 2244,2 2538,6 665,1 2588,5 2588,5 20 12749,42 2143,2 768,40 1241,60 2224,3 2	22 5,486 19,455 12,833 19,455 4,906 4,906 1,872 1,282 1,872 3,731 7,726 5,701 7,726 1,173 1,173 1,173 1,430 6,594 1,128	90.91% 90.85% 1.28 1.199 0.42 0.94 0.40 1.05 1.122 0.85 1.109 1.280 1.09 1.00		3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SC PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Number Portability Timeliness without Loop Coord Number Portability Timeliness without Loop Coord Number Per-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 (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Met Resirvice Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Meservation)	Unbundied Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Benchmark Benchmark Disagnostic	NVA   95.00%   NVA   N	20 5,478 809,25 16462,24 2025,4 809,25 1748,20	22 5.486 19.455 12.833 19.455 4.906 4.906 1.872 1.282 1.572 3.731 7.726 1.099 1.173 1.099 1.3430 6.594 1.122 970 1.221 970 970 970 970 970 970 970 970	90.91% 90.85% 1.28 1.19 0.82 0.94 0.40 1.05 1.12 0.85 1.90 1.10 1.90 1.10 1.90 1.10 1.90 1.10 1.90 1.10 1.90 1.90 1.10 1.90 1.		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA PO-1-IMA GUI	New Service Installation Quality Number Portubility 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 (Eaplity Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Reservation) Pre-Order Response Times (Reservation) Pre-Order Response Times (The Reservation)	Unbundied Loop Analog LINP REQUEST RESPONSE TOTAL REGUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Banchmark Diagnostic	NVA   95.00%   NVA   N	20 5,478 8600,25 16426,24 2325,46 4634,59 46345,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 4634,59 463	22 5.486 19.455 12.833 19.455 4.900 4.900 4.900 1.872 1.872 3.731 7.726 5.701 7.726 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.173 1.174 1.173	90.91% 90.85% 1.28 1.19 0.82 0.94 0.40 1.105 1.12 0.85 1.19 0.85 1.19 0.85 1.19 0.85 1.20 0.85 1.30 0.85 1.90 1.00 1		3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SC PO-1-IMA GUI	New Service installation Quality Number Portubility 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 Chack) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Met Port Inquiry) Pre-Order Response Times (Met Reservation) Pre-Order Response Times (The Reservation)	Unbundled Loop Analog  LNP  REQUEST  RESPONSE  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  REQUEST  RESPONSE  TOTAL  RESPONSE	Parity Banchmark Diagnostic	NVA   95.00%	20 5.46 5.46 5.47 5.48 5.48 5.48 5.48 5.48 5.48 5.48 5.48	22 5.486 19.455 12.833 19.455 4.906 4.906 1.872 1.282 1.872 3.731 7.726 5.701 7.726 1.099 6.599 11.173 1.099 6.599 1.128 1.349	99.85% 93.85% 1.28 0.94 0.40 0.40 1.05 1.12 0.22 0.94 1.05 1.12 0.25 1.99 1.00 1.00 1.12 0.25 1.99 1.00 1.		3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SC PO-1-IMA GUI	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) 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 (Met Point Inquiry) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation)	Unbundied Loop Analog LINP REQUEST RESPONSE TOTAL REGUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Benchmark Disagnostic	NVA   95.00%   NVA   95.00%   NVA   NVA	20 5.478 6809.25 16468.24 16468.25 165688.25 16568.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 165688.25 1656	22 5.486 19.455 12.833 19.455 4.006 4.006 4.006 4.006 15.73 12.833 19.455 1.283 19.455 1.283 19.455 1.282 1.872 1.282 1.872 1.282 1.772 1.282 1.173 1.283 1.333 1.373 1.772 1.099 1.173 1.473 1.473 1.173 1.	99.85% 99.85% 1.28 1.19 0.82 0.94 0.40 1.10 1.00 2.80 1.10 1.	28.75%	3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA PO-1-IMA GUI	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) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Pont Inquiry) Pre-Order Response Times (Meet Pont Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Re	Unbundied Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST	Parity Banchmark Diagnostic	NVA   95.00%     NVA   NVA     NVA     NVA   NVA     NVA	20 5.45 5.45 5.45 5.45 5.45 5.45 5.45 5.4	22 5,486 19,455 12,833 19,455 4,906 4,906 1,872 1,282 1,872 3,731 7,726 5,701 7,726 1,173	90.91% 90.95% 1.28 1.199 0.40 0.40 1.05 1.122 0.94 0.40 1.05 1.122 0.85 1.199 1.280 1.99 1.100 1.23 1.39 0.40 1.40 1.50 1.	28.75%	3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA PO-1-IMA GUI	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 (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 (Service Availability) Pre-Order Response Times (Times (Times Availability) Pre-Order Response Times (Times (Times Availability) Pre-Order Response Times (Times (Times Reservation) Pre-Order Response Times (Time Reservation) Pre-Order Response Times (Times (Timeservation) Pre-Order Response Times (Times (Timeservation) Pre-Order Response Times (Times (Timeservation) Pre-Order Response Times (Timeservation) Pre-Order Response Times (Times (Timeservation) Pre-Order Response Times	Unbundied Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT REQUEST RESPONSE	Parity Banchmark Diagnostic	NVA   95.00%   NVA   N	20 5.478 809.25 16426.24 223.46 4154.25 244.32 254.46 254.25 255.46 255.379.20 255.68 255.36 255.68 255.36 255.68	248 5.486 19.455 12.833 19.455 4.906 4.906 4.906 1.872 1.282 1.572 3.731 7.726 1.099 1.173 1.099 1.3430 6.594 1.122 970 1.524 3.669 2.824 4.541 4.541 6.622 6.5366	90.91% 99.85% 1.28 1.191 0.82 0.944 0.404 1.05 1.122 2.80 1.199 1.101 1.50 1.50 1.99 1.101 1.50 1.50 1.50 1.50 1.50 1.50 1.5	28.75%	3 1,261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA OP-SA PO-1-IMA GUI	New Service Installation Quality Number Portubility 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 (Eaptlity Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Porti Inquiry) Pre-Order Response Times (Met Reservation) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) P	Unbundled Loop Analog  LNP  REQUEST  RESPONSE  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  REQUEST  TOTAL  RESPONSE  TOTAL  RESPONSE  TOTAL  RESPONSE  TOTAL  RESPONSE  TOTAL  REQUEST  RESPONSE  TOTAL  ACCEPT  RESPONSE  TOTAL  REQUEST  RESPONSE	Parity Benchmark Benchmark Disagnostic	NVA   95.00%   NVA   N	20 5,478 6809,25 16468,24 16468,24 16468,24 16468,24 16468,24 16468,24 1657,25	22 5.486 19.455 12.833 19.455 4.906 4.906 1.872 3.731 7.726 5.701 7.726 1.099 6.599 11.173 1.099 6.599 1.173 1.344 1.344	99.85% 99.85% 1.28 1.19 0.32 0.44 0.40 1.05 1.12 0.85 1.19 0.85 1.10 0.85 1.10 0.85 1.10 1.10 0.85 1.10 1.	28.75%	3 1.261	3 1,334				
March 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA OP-SA PO-1-IMA GUI PO-1-IM	New Service installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduller) Pre-Order Response Times (Appt. Scheduller) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chock) Pre-Order Response Times (Facility Chock) Pre-Order Response Times (Facility Chock) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order	Unbundied Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL REMEMERRESPONSE XML Request/Response XML Request/Response XML Request/Response	Parity Banchmark Diagnostic	NVA   SP5.00%   NVA	208 5.4.78 6809.25 16426.24 2323.46 4002.29 4634.86 1346.10 2094.99 3171.35 7282.70 10454.05 8421.34 6271.10 14692.44 2538.66 645.15 3183.84 4154.22 12749.42 214.32 2384.85 53797.20 56182.05 8235.36 8400.85 8263.37 82363.36	22 5.486 19.455 12.833 19.455 4.000 19.455 12.833 19.455 12.833 19.455 12.833 19.455 12.833 19.455 12.825 1	90.91% 90.95% 1.28 1.19 0.82 0.94 0.40 1.10 1.20 0.85 1.19 0.85 1.19 0.85 1.20 0.85 1.10 0.85 1.20 0.85 1.90 1.00 1.	28.75%	3 1,261	3 1,334				-2.14874 -0.759329
March 2018 feter 2018	Ordering and Provisioning Pre-Ordering	OP-SA OP-SA OP-SA PO-1-IMA GUI	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 (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation	Unbundled Loop Analog  LNP  REQUEST  RESPONSE  TOTAL  REQUEST  RESPONSE  TOTAL  REQUEST  TOTAL  REQUEST  RESPONSE  TOTAL  ACCEPT  REQUEST  RESPONSE  TOTAL  REQUEST  RESPONSE  TOTAL  RESPONSE  TOTAL  REQUEST  RESPONSE  TOTAL  R	Parity Banchmark Diagnostic	NVA   95.00%   NVA   95.00%   NVA   NVA	20 5,478 6809,25 16468,24 16468,24 16468,24 16468,24 16468,24 16468,24 1657,25	22 5.486 19.455 12.833 19.455 4.000 19.455 12.833 19.455 12.833 19.455 12.833 19.455 12.833 19.455 12.825 1	90.91% 90.95% 1.28 1.19 0.82 0.94 0.40 1.105 1.12 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 1.90 0.85 0	28.75%	3 1.261	3 1,334				

March 2018 Pre-Ordering March 2018 Billing February 2018 Billing February 2018 Billing February 2018 Electronic Gateway A February 2018 Maintenance and Rep February 201	dates dates dates teway Availability	PO2A PO2A PO2A PO2A PO2A PO2B PO2B PO2B PO3C PO3C PO3C PO3C PO3C PO5A(0) PO5A(0) PO5A(0) PO5A(0) PO5B(0) PO5B(	Pre-Order Response Times(Connecting Fac Assign XML) All Electronic LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs Electronic LSRs Rejected Manually FOCs on Time file Flighte LSRs Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic	XML Request/Response LIAP Reside Aggregate W/O UNE-P-POTS Urbundled Loop Aggregate LIAP Reside Aggregate W/O UNE-P-POTS Urbundled Loop Aggregate Urbundled Loop Aggregate Product Aggregate Product Aggregate Product Aggregate Reside Aggregate Urbundled Loop AGG-EELs LIAP Reside Aggregate Urbundled Loop AGG-EELs LIAP LIS Trunk Urbundled Loop and Number Portability All UNEs and Reside Aggregate UNEs and Reside Aggregate Response Compensation UNES MAGUIL LIBB Directory Listing IIMAGUI SIA XML EBTA ReparaGUI EASE EAACT ALL	Diagnostic Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Party Party by Design Diagnostic	NIA	5788.58 2.008 26 305 5.208 26 305 17:51 457:36 296 1,845 17:7 226 466 1,144 3,3,1458 1,977:152 3,812 2,592 3,812 2,592 3,812 2,592 3,812 2,7360 27,360	1,673 2,529 49 456 2,041 28 308 1 1 313 26 296 1,845 177 226 466 11 14 8 1,481 1,077,630 3,812 2,596 3,814,74 23,106	79.40% (5.06%) (9.10%)	48.41% 3.92%	5 50,051	44	11.36%		-2.142845 -3.409788	-2.30263
Mesch 2018 Pre-Ordering March 2018 Billing February 2018 Maintenance and Rep February 2018 Maintenance and	dates dates tevary Availability	PO-2A PO-2A PO-2B PO-2B PO-2B PO-2B PO-2B PO-3C PO-3C PO-3A-(8) PO-5A-(8) PO-5A-(10) PO-5A-(10) PO-5B-(10) PO-	All Electronic LSRs All Electronic LSRs All Electronic LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs LSRs received via facsimile Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Restruction LSRs FOCs on Time for Restruction LSRs FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Reside Aggregate Reciprocal Compensation (MOU): All All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit A Hours-Zone 1	Resale Aggregate W/O UNE-P-POTS Urbundied Loop Aggregate LIAP Resale Aggregate W/O UNE-P-POTS Urbundied Loop Aggregate Product Aggregate Urbundied Loop AGG-EELs LIAP Resale Aggregate Urbundied Loop AGG-EELs LIAP LIAP LIAP LIAP LIAP LIAP LIAP LIAP	Diagnostic Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Denchmark Benchmark Parity by Designostic Diagnostic	NVA	266 3055 2,008 26 3055 17:51 457:36 26 26 1,845 17 226 466 1,445 3,1,458 1,077,152 3,8112 2,592 3,01;911 267:89 27,389	499 456 2,041 28 308 308 1 1 313 26 296 1,845 47 226 466 1 1,477 3,812 2,596 3,812 3,514,074 22,106	63.0 PM. 68.98% 92.88% 92.88% 92.88% 17.51 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 99.85% 100.00% 99.85% 100.00% 99.85% 100.00% 99.85% 100.00%		5 50,051					
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March 2018 Pre-Ordering March 2018 Billing February 2018 Maintenance and Rep February 2018 Maintenance and R	dates dates tevary Availability	PO3C PO3C PO3A(8) PO5A(8) PO5A(10) PO5A(10) PO5A(10) PO5B(10) PO5B	LSRs received via facsimile  Electronic LSRs Rejected Manually  FOCs on Time for Fully Electronic LSRs  FOCs on Time for Electronic/Manual LSRs  FOCs on Time for Relocation LSRs  FOCs on Time for Relocation LSRs  FOCs on Time for SRs requesting LIS Trunks.  Unbundled Loops  Invoices Delivered within 10 Days  Billing Accuracy - Adjustments for Errors  Billing Accuracy - Adjustments for Errors  UNEs and Resale Aggregate  Reciprocal Compensation (MOU):  All  All  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - Repair  Gateway Availability - Repair  System Availability - ASR  System Availability - ASR  Timely Outage Resolution after Software Releases  All Troubles Cleared wit A Hours-Zone 1	Product Aggregate Product Aggregate Product Aggregate Resale Aggregate Unbundled Loop AGG-EELs LIMP Resale Aggregate Unbundled Loop AGG-EELs LIMP LIMP LIMP LIMP LIMP LIMP LIMP LIMP	Diagnostic Diagnostic Benchmark Denchmark Benchmark Parity by Design Diagnostic	N/A NA 95.00% 95.00% 95.00% 95.00% 90.00% 90.00% 90.00% 90.00% NA N/A N/A N/A N/A N/A N/A N/A N/A N/A	17:51 457:36 26 296 1,845 17 226 466 11 14 3 3,1458 1,077,152 3,812 2,592 3,812 2,592 3,01;911 2677.89	1 1 313 26 6 296 1.845 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17:51 1:28 10.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 99.85% 100.00% 100.00%		5					
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March 2018 Pre-Ordering March 2018 March 2018 Pre-Ordering March 2018 March 2	dates dates dates toway Availability	PO-SA-(a) PO-SA-(b) PO-SA-(c) PO-SA-(c) PO-SA-(c) PO-SB-(c) PO-SB-	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Telectronic/Manual LSRs Elling Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair System Availability - Repair System Availability - ASR System Availability - ASR System Availability - ASR Introubles Cleared wit A Hours-Zone 1 All Troubles Cleared wit A Hours-Zone 1	Product Aggregate Resale Aggregate Urbundled Loop AGG-EELs LLNP Resale Aggregate Urbundled Loop AGG-EELs LNP LNP LIST Tunk Urbundled Loop and Number Portability All UNEs and Resale Aggregate Reciprocal Compensation UNES and Reciprocal Compensation UNES	Diagnostic Benchmark Bonchmark Bonchmark Bonchmark Bonchmark Diagnostic	95.00% 95.00% 95.00% 95.00% 90.00% 90.00% 90.00% 90.00% N/A	26 296 1,845 177 226 466 11 14 13 3 1,458 1,077,152 2,592 3,8112 2,592 3,8112 2,677,89 27,789 27,789	26 296 1,845 177 226 466 11 41 41 41 41 41 41 41 41 41 41 41 41	100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 37.50% 99.79% 100.00% 99.85% 100.00%		50,051					
March 2018 Pre-Ordering March 2018 March 2018 Pre-Ordering March 2018 March 2	dates dates dates toway Availability	PO-SA-(a) PO-SA-(b) PO-SA-(c) PO-SA-(c) PO-SA-(c) PO-SB-(c) PO-SB-	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Telectronic/Manual LSRs Elling Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair System Availability - Repair System Availability - ASR System Availability - ASR System Availability - ASR Introubles Cleared wit A Hours-Zone 1 All Troubles Cleared wit A Hours-Zone 1	Resale Aggregate Urbundied Loop AGG-EELs LINP Resales Aggregate Urbundied Loop AGG-EELs LINP LINP LINP LINP LINP LINP LINP LINP	Benchmark Diagnostic	95.00% 95.00% 95.00% 95.00% 90.00% 90.00% 90.00% 90.00% N/A	26 296 1,845 177 226 466 11 14 13 3 1,458 1,077,152 2,592 3,8112 2,592 3,8112 2,677,89 27,789 27,789	26 296 1,845 177 226 466 11 41 41 41 41 41 41 41 41 41 41 41 41	100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 37.50% 99.79% 100.00% 99.85% 100.00%		5 50,051					
March 2018 Pre-Ordering March 2018 March 20	dates dates tevary Availability	PO-6A-(b) PO-6A-(c) PO-5B-(a) PO-5B-(a) PO-5B-(b) PO-5B-(c) PO-5B-	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit A Hours-Zone 1 All Troubles Cleared wit A Hours-Zone 1	Unbundled Loop AGG-EELs LNP Resale Aggregate Unbundled Loop AGG-EELs LIAP LIAP LIAP LIAP LIAP LIAP LIAP LIAP	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity Parity by Design Diagnostic	95.00% 96.00% 96.00% 90.00% 90.00% 90.00% 90.00% N/A	296 1,845 177 226 466 11 14 3 1,458 1,077,152 3,812 2,592 3,812 2,578 3,051,911 2677,89 27,380	296 1,845 117 226 466 11 14,88 1,461 1,077,630 3,812 2,596 3,812 3,014,074 23,106	100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 37.50% 99.79% 99.96% 100.00% 99.85% 100.00%		50,051					
Meuch 2018 Pre-Ordering March 2018 Pre-Ordering February 2018 Billing February 2018 Delabase Updates February 2018 Electronic Gateway A February 2018 Maintenance and Rep February	dates dates toway Availability	PO-SA-(c) PO-SB-(a) PO-SB-(a) PO-SB-(b) PO-SB-(c) PO-SC-(c) PO-SD PO-SD BI-32 BI-38 BI-48 BI-48 BI-48 BI-48 BI-49	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs sat Facismile FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit A Hours-Zone 1 All Troubles Cleared wit A Hours-Zone 1	LNP Resale Aggregate Unbundled Loop AGG-EELs LNP LIS Trunk Unbundled Loops and Number Portability All UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Resiprocal Compensation UNEs and Resale Aggregate Repart LIDB Directory Listing UNAGUI SIA XML EBTA RepartGUI EASE EXACT	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Denchmark Benchmark Benchmark Denchmark Benchmark Benchmark Diagnostic	95.00% 90.00% 90.00% 90.00% 90.00% 85.00% N/A	1,845 177 226 466 11 144 3 1,458 1,077,152 3,812 2,592 3,812 3,051,911 2677,89 27,360	1,845 17 226 466 1 1 14 8 1,461 1,077,630 3,812 2,596 3,812 2,596 3,314 23,106	100.00% 100.00% 100.00% 100.00% 100.00% 37.50% 99.79% 99.96% 100.00% 99.85% 100.00%		5 50,051					
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Mench 2018 Pre-Ordering March 2018 Pre-Ordering February 2018 Billing February 2018 Electronic Gateway A February 2018 Maintenance and Rep February	dates  dates  toway Availability  teway Availability	PO-58-(b) PO-58-(c) PO-50-(c) PO-50-(c) PO-50 PO-90-8 BH-2 BH-3A BH-3A BH-3A BH-3A BH-3B BH-4B DB-1B GA-1 GA-1 GA-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-3 GA-3 GA-4 GA-4 GA-4 GA-4 GA-4 GA-4 GA-4 GA-4	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Betetronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit 4 Hours-Zone 1 All Troubles Cleared wit 4 Hours-Zone 1	Unbundled Loop AGG-EELs LNP LNP LNP LNS LIS Trunk Unbundled Loops and Number Portability All UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing IIMAGUI SIA XML EBTA RepairGUI EASE EXACT	Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Parity by Design Diagnostic	90.00% 90.00% 90.00% 85.00% N/A	226 466 1 1 14 3 1,458 1,077,152 3,812 2,592 3,812 3,051,911 2677.89 27,360	226 466 1 1 14 8 1,461 1,077,630 3,812 2,596 3,812 3,014,074 23,106	100.00% 100.00% 100.00% 100.00% 37.50% 99.79% 99.96% 100.00% 99.85% 100.00%		50,051					
March 2018 Pre-Ordering February 2018 Billing February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates dates teres Availability teoray Availability	PO-88-(c) PO-50-(c) PO-50-(c) PO-50-(c) PO-98 BI-2 BI-3A BI-4B BI-4B BI-4B BI-4B BI-4B BI-4B GA-1 GA-1 GA-1 GA-1 GA-1 GA-1 GA-1 GA-1	FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Reside Aggregate Reciprocal Compensation (MOU): All All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit A Hours-Zone 1 All Troubles Cleared wit A Hours-Zone 1	LNP LNP LNP LNP LNP LNP LNS LIS Trunk LU-bundied Loops and Number Portability All UNEs and Resale Aggregate Reciprocal Compensation LUNEs and Resale Aggregate Reciprocal Compensation LUBB Directory Listing IMAGUI SIA XML EBTA RepairGUI EASE EXACT	Benchmark Benchmark Benchmark Parity Parity by Design Diagnostic	90.00% 90.00% 85.00% N/A N/A N/A N/A N/A N/A N/A N/A	466 1 1 14 3 1,458 1,077,152 3,812 2,592 3,812 3,051,911 2677.89 27,360	466 1 1 4 8 1,461 1,077,630 3,812 2,596 3,812 3,014,074 23,106	100.00% 100.00% 100.00% 37.50% 99.79% 99.96% 100.00% 100.00%		50,051					
Merch 2018 Pre-Ordering March 2018 Pre-Ordering March 2018 Pre-Ordering March 2018 Pre-Ordering March 2018 Pre-Ordering February 2018 Billing February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates dates toway Availability	PO-SC-(c) PO-SD PO-SD BI-2 BI-2 BI-3B BI-4B BI-4B BI-4B DB-1B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-4 GA-4 GA-4 GA-4 GA-4 GA-4 GA-4 GA-4	FOCs or Time for manual LSRs via Facsimile FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Fopair Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared win 4 Hours-Zone 1 All Troubles Cleared win 4 Hours-Zone 1	LNP LIS Trunk Unbundled Loops and Number Portability All UNEs and Resale Aggregate Reciprocal Compensation UNES SIA XML EBTA RepairGUI EASE EXACT	Benchmark Benchmark Parity Parity by Design Diagnostic	90.00% 85.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	1 14 3 1,458 1,077,152 3,812 2,592 3,812 3,051,911 2677.89 27,360	1 14 8 1,461 1,077,630 3,812 2,596 3,812 3,014,074 23,106	100.00% 100.00% 37.50% 99.79% 99.96% 100.00% 99.85% 100.00%		5 50,051					
Merch 2018 Pre-Ordering Merch 2018 Pre-Ordering Merch 2018 Pre-Ordering February 2018 Billing February 2018 Database Updates February 2018 Electronic Gateway A February 2018 Maintenance and Rep February 2018 Mainte	dates dates tates tevaya Availability	PO-5D PO-9B BI-2 BI-3A BI-4B DB-1C-1 GA-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-3 GA-4 GA-4 GA-4 GA-7 MR-5A MR-5A	FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops Unbundled Loops Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Reseale Aggregate Reciprocal Compensation (MOU): All All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair System Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit A Hours-Zone 1 All Troubles Cleared wit A Hours-Zone 1	LIS Trunk Unbundled Loops and Number Portability All UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing IMAGUI SIA XML EBTA RepairGUI EASE EXACT	Benchmark Parity Parity by Design Diagnostic Diagnostic Parity Diagnostic	85.00% N/A	14 3 1,458 1,077,152 3,812 2,592 3,812 2,051,911 2677.89 27,360	14 8 1,461 1,077,630 3,812 2,596 3,812 3,014,074 23,106	100.00% 37.50% 99.79% 99.96% 100.00% 99.85% 100.00%		50,051					
March 2018 Pre-Ordering February 2018 Billing February 2018 Database Updates February 2018 Database Updates February 2018 Detabase Updates February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates dates tevery Availability	PO-9B BI-2 BI-3A BI-3B BI-4B BI-4B BI-4B DB-1B DB-1C GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-4 GA-4 GA-4 GA-7 MR-5A MR-5A MR-5A	Unbundled Loops Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Reside Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit A Hours-Zone 1 All Troubles Cleared wit A Hours-Zone 1	Unbundled Loops and Number Portability All UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation LUBE and Resale Aggregate Reciprocal Compensation LIDB Directory Listing IMAGUI SIA XML EBTA RepairGUI EASE EVACT	Parity by Design Diagnostic Diagnostic Parity Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	3 1,458 1,077,152 3,812 2,592 3,812 3,051,911 2677.89 27,360	8 1,461 1,077,630 3,812 2,596 3,812 3,014,074 23,106	37.50% 99.79% 99.96% 100.00% 99.85% 100.00%		5 50,051					
February 2018 Billing February 2018 Detabase Updates February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates  dates  dates  toway Availability  and Repair	BI-2 BI-3A BI-3B BI-4B BI-4B BI-4B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-4 GA-4 GA-4 GA-7 MR-5A MR-5A	Invacioes Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - Repair System Availability - ASR System Availability - ASR Intrely Outage Resolution after Software Releases All Troubles Cleared wit A Hours-Zone 1 All Troubles Cleared wit A Hours-Zone 1	All UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing IMAGUI SIA XML EBTA RepariGUI EASE EASE EASE EXACT	Parity by Design Diagnostic Diagnostic Diagnostic Parity Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	1,077,152 3,812 2,592 3,812 3,051,911 2677.89 27,360	1,077,630 3,812 2,596 3,812 3,014,074 23,106	99.79% 99.96% 100.00% 99.85% 100.00%		50,051					
February 2018 Billing February 2018 Database Updates February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates dates teway Availability away Availability and Repair	BI-3A BI-3B BI-4A BI-4B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A	Billing Accuracy - Adjustments for Errors  UNEs and Resale Aggregate  Reciprocal Compensation (MOU):  All  All  All  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - Repair  System Availability - Repair  System Availability - ASR  Timely Outage Resolution after Software Releases  All Troubles Cleared wir A Hours-Zone 1  All Troubles Cleared wir A Hours-Zone 1	UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing IIMAGUI SIA XML EBTA RepairGUI EASE EXACT	Diagnostic Diagnostic Parity Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	1,077,152 3,812 2,592 3,812 3,051,911 2677.89 27,360	1,077,630 3,812 2,596 3,812 3,014,074 23,106	99.96% 100.00% 99.85% 100.00%	3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.0730
February 2018 Billing February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates  dates  teway Availability  and Repair	BI-3B BI-4A BI-4A BI-4B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	Billing Accuracy - Adjustments for Errors UNEs and Reside Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared win 4 Hours-Zone 1 All Troubles Cleared win 4 Hours-Zone 1	Reciprocal Compensation UNEs and Reside Aggregate Reciprocal Compensation LIDB Directory Listing IIMAGUI SIA XML EBTA RepariGUI EASE EASE EXACT	Diagnostic Parity Diagnostic	N/A N/A N/A N/A N/A N/A N/A	3,812 2,592 3,812 3,051,911 2677.89 27,360	3,812 2,596 3,812 3,014,074 23,106	100.00% 99.85% 100.00% 1.01	3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.0730
February 2018   Billing February 2018   Billing February 2018   Database Updates February 2018   Database Updates February 2018   Database Updates February 2018   Electronic Gateway A February 2018   Maintenance and Rep	Jates dates dates teway Availability and Repair	BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	UNEs and Resale Aggregate  Reciprocal Compensation (MOU):  All  All  All  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - Repair  Gateway Availability - SR  Timedy Outage Resolution after Software Releases  All Troubles Cleared wii 4 Hours-Zone 1  All Troubles Cleared wii 4 Hours-Zone 1	UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing IlMAGUI SIA XML EBTA RepaiGUI EASE EAXE	Parity Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	2,592 3,812 3,051,911 2677.89 27,360	2,596 3,812 3,014,074 23,106	99.85% 100.00% 1.01	3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.0730
February 2018   Billing February 2018   Billing February 2018   Database Updates February 2018   Database Updates February 2018   Database Updates February 2018   Electronic Gateway A February 2018   Maintenance and Rep	Jates dates teway Availability and Repair	BI-4B DB-1B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A	Reciprocal Compensation (MOU):  All  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - Repair  Gateway Availability - Repair  System Availability - Repair  System Availability - Repair  System Availability - ASR  Timely Outage Resolution after Software Releases  All Troubles Cleared wii A Hours-Zone 1  All Troubles Cleared wii A Hours-Zone 1	Reciprocal Compensation Library Directory Listing IIMAGUI SIA XML EBTA RepairGUI EASE EXACT	Parity Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	3,812 3,051,911 2677.89 27,360	3,812 3,014,074 23,106	100.00%	3.92%	50,051	50,426	99.26%	6 8.59%	-3.409788	-3.0730
February 2018 Billing February 2018 Database Updates February 2018 Database Updates February 2018 Detabase Updates February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates  Jates  Ja	BI-4B DB-1B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A	Reciprocal Compensation (MOU):  All  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - LSR  Gateway Availability - Repair  Gateway Availability - Repair  System Availability - Repair  System Availability - Repair  System Availability - ASR  Timely Outage Resolution after Software Releases  All Troubles Cleared wii A Hours-Zone 1  All Troubles Cleared wii A Hours-Zone 1	LIDB Directory Listing IMAGUI SIA XML EBTA RepariGUI EASE EASE EXACT	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	3,051,911 2677.89 27,360	3,014,074 23,106	1.01							
February 2018 Database Updates February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates teway Availability and Repair	DB-1B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - Repair System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Refeases All Troubles Cleared wi/ 4 Hours-Zone 1 All Troubles Cleared wi/ 4 Hours-Zone 1	LIDB Directory Listing IMAGUI SIA XML EBTA RepariGUI EASE EASE EXACT	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	2677.89 27,360	23,106	1.01							
February 2018 Detabase Updates February 2018 Electronic Gateway A February 2018 Maintenance and Rep	dates teway Availability and Repair	DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair System Availability - Repair System Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared win 4 Hours-Zone 1 All Troubles Cleared win 4 Hours-Zone 1	Directory Listing IIMAGUI SIA XML EBTA RepairGUI EASE EXACT	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	2677.89 27,360	23,106								
February 2018 Electronic Gateway A February 2018 Maintenance and Rep	teway Availability and Repair	GA-1 GA-1 GA-3 GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wii 4 Hours-Zone 1 All Troubles Cleared wii 4 Hours-Zone 1	IMAGUI SIA XML EBTA RepairGUI EASE EASE	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	27,360									
February 2018 Electronic Gateway A February 2018 Maintenance and Rep	teway Availability and Repair	GA-1 GA-1 GA-3 GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wii 4 Hours-Zone 1 All Troubles Cleared wii 4 Hours-Zone 1	SIA XML EBTA RepairGUI EASE EXACT	Diagnostic Diagnostic Diagnostic	N/A N/A										
February 2018 Electronic Gateway A February 2018 Maintenance and Rep	teway Availability and Repair	GA-1 GA-3 GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - Repair System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Refeases All Troubles Cleared wi if 4 Hours-Zone 1 All Troubles Cleared wi if 4 Hours-Zone 1	XML EBTA RepairGUI EASE EXACT	Diagnostic Diagnostic	N/A		27,360						_		
February 2018   Electronic Gateway A February 2018   Maintenance and Rep February 2018   Mainten	teway Availability teway Availability teway Availability teway Availability teway Availability teway Availability and Repair	GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	EBTA RepairGUI EASE EXACT	Diagnostic		27,360	27,360 27,360								
February 2018 Electronic Gateway A February 2018 Maintenance and Rep	teway Availability teway Availability teway Availability teway Availability and Repair	GA-3 GA-4 GA-4 GA-7 MR-5A MR-5A	Gateway Availability - Repair System Availability - ASR System Availability - ASR System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wii 4 Hours-Zone 1 All Troubles Cleared wii 4 Hours-Zone 1	RepairGUI EASE EXACT		11/A										
February 2018 Electronic Gateway A February 2018 Maintenance and Rep	teway Availability teway Availability teway Availability and Repair	GA-4 GA-4 GA-7 MR-5A MR-5A	System Availability - ASR System Availability - ASR Irmely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	EASE EXACT	Diagnostic	N/A	38,880	38,880								
February 2018 Electronic Gateway A February 2018 Maintenance and Rep Fe	teway Availability teway Availability and Repair	GA-4 GA-7 MR-5A MR-5A MR-5A	System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	EXACT	1	N/A	37,860	37,860	100.00%							
February 2018   Electronic Catenway A February 2018   Maintenance and Rep February 2018   Maintenance	teway Availability and Repair	GA-7 MR-5A MR-5A MR-5A	Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1		Diagnostic	N/A	24,720	24,720	100.00%							
February 2018 Meintenance and Rep- February 2018 Maintenance and Rep- February 2018 Ma	and Repair	MR-5A MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	ALL	Diagnostic	N/A	0	0								
February 2018 Maintenance and Rep- February 2018 Ma		MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1		Diagnostic	N/A	0	0								
February 2018 Maintenance and Rep		MR-5A		Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	5	60.00%	48.99%	9	9	100.00%	6 0.00%	1.227113	-0.25396
February 2018 Maintenance and Rep	and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%							
February 2018 Maintenance and Rep	and Repair			Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	12	41.67%							
February 2018 Meintenance and Rep February 2018 Maintenance and Rep			All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	30	60.00%	48,99%	9	9	100.00%	6 0.00%	2.011876	0.22313
February 2018 Meintenance and Rep February 2018 Maintenance and Rep	and Renair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	11	12	91.67%	6 27.64%	-0.036871	-1.02241
February 2018 Maintenance and Rep-			All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	10		90.91%		-0.302765	
February 2018 Maintenance and Rep			Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2		0.00%	427	621	68.76%		-0.951708	
February 2018 Maintenance and Rep			Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	4	4	100.00%	0.00%	2.030	3,502	57.97%		-0.85142	
February 2018 Maintenance and Rep							101	- 1		0:00%		718				
February 2018 Maintenance and Rep			Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	4:01	1	4:01		34358:03		47:51		-0.639093	
February 2018 Meintenance and Rep-			Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:21	5	3:16	0:58	10:15	4	2:34	4 0:40	0.834499	-0.49266
February 2018 Maintenance and Rep			Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11:01	3	3:40	1:23						
February 2018 Maintenance and Rep			Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	106:38	12	0.00	12:20						
February 2018 Maintenance and Rep	and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	175:18	30	5:51	7:43	10:15	4	2:34	4 0:40	1.580467	-0.03914
February 2018 Maintenance and Rep	and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	810:57	58	13:59	8:17	95869:46	2,713	35:20	0 71:46	-2.242598	-2.36340
February 2018 Maintenance and Rep	and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11:28	5	2:18	2:05	31:56	11	2:54	4 1:04	-1.06711	-1.64875
February 2018 Maintenance and Rep- February 2018 Maintenance and Rep-	and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:56	1	2:56	0:00	28:34	10	2:51	1 1:06	-0.426148	-1.2590
February 2018 Maintenance and Rep- February 2018 Maintenance and Rep-	and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	51:47	4	12:57	9:02	34630:45	742	46:40	0 67:58	-0.98971	-1.60170
February 2018 Maintenance and Rep			Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBLINDLING	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	6 0.00%		
February 2018 Maintenance and Rep- February 2018 Maintenance and Rep-	and Renair		Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	0	10	0.00%	6 0.00%	0.430727	-0.73813
February 2018 Maintenance and Rep February 2018 Maintenance and Rep			Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3		0.00%	U	10	5.0076	3.0076	0.400727	0.73010
February 2018 Maintenance and Rep- February 2018 Maintenance and Rep-			Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded		N/A	0	12		27.64%						
February 2018 Maintenance and Rep February 2018 Maintenance and Rep					Parity		1						0		4.45:==	0.4555
February 2018 Maintenance and Rep February 2018 Maintenance and Rep			Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	30		44.22%	0	10	0.00%		1.43176	
February 2018 Maintenance and Rep February 2018 Maintenance and Rep			Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58		25.34%	338				-1.057457	
February 2018 Maintenance and Rep			Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5		40.00%	4	12	33.33%		-0.531369	
February 2018 Maintenance and Rep February 2018 Maintenance and Rep February 2018 Maintenance and Rep February 2018 Maintenance and Rep February 2018 Maintenance and Rep			Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	4	12			-0.679366	
February 2018 Maintenance and Rep February 2018 Maintenance and Rep February 2018 Maintenance and Rep February 2018 Maintenance and Rep			Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	72		9.30%		-0.638864	
February 2018 Maintenance and Rep February 2018 Maintenance and Rep February 2018 Maintenance and Rep			Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1,055		9.69%	21	-,	1.04%		-0.24817	-1.15087
February 2018 Maintenance and Rep February 2018 Maintenance and Rep February 2018 Maintenance and Rep			Trouble Rate	LIS Trunk	Parity	N/A	0	68,608	0.00%		0	,	0.00%			
February 2018 Maintenance and Rep		MR-8	Trouble Rate	Residence	Parity	N/A	0	48	0.00%		3,072	278,613	1.10%	6 10.44%	-0.731477	-1.44470
February 2018 Maintenance and Rep	and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	232	0.43%	6.55%	22	2,310	0.95%	6 9.71%	-0.779402	-1.47384
		MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,523		4.43%	0		0.00%			
February 2018 Maintenance and Rep			Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12.381	0.10%	3.11%	0		0.00%			
February 2018 Maintenance and Rep			Trouble Rate	Unbundled Loop - 2 Wile Non-Loaded  Unbundled Loop - DS1 Capable	Parity	N/A	31	3.901	0.79%	8.88%	20		0.97%		-0.652307	-1.39657
February 2018 Maintenance and Rep Maintenance and Rep		MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A N/A	31	3,901	0.79%	0.08%	20	2,065	0.97%		-0.652307	-1.23794
							0			5.50%						
February 2018 Maintenance and Rep			Trouble Rate	Unbundled Loop Analog	Parity	N/A	62	20,404			3,820	422,064	0.91%	6 9.47%	-8.856594	
February 2018 Network Performance	and Repair		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	32,448	0.00%	0.04%						-2.99383
February 2018 Network Performance	and Repair ormance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,967	0.01%	0.09%						-2.9693
February 2018 Network Performance	and Repair ormance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	33,000	0.04%							
February 2018 Network Performance	and Repair ormance ormance ormance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	12,967	0.01%							
February 2018 Ordering and Provisio	and Repair ormance ormance ormance ormance		Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	56	1	56.00							
February 2018 Ordering and Provisio	and Repair ormance ormance ormance ormance		Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	280	4	70.00	0.00						
February 2018 Ordering and Provisio	and Repair ormance ormance ormance ormance ormance ormance Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
February 2018 Ordering and Provisio	and Repair ormance ormance ormance ormance ormance ormance Provisioning Provisioning		Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	- 1	1	100.00%							
February 2018 Ordering and Provisio	and Repair ormance ormance ormance ormance ormance Provisioning Provisioning		Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
February 2018 Ordering and Provisio	and Repair ormance ormance ormance ormance ormance ormance Provisioning Provisioning Provisioning		Interval Zone 1 Areas	LIS Trunk	Parity	90.00% N/A	- 4	4	100.00%	0.00%	4	4	100.00%	6 0.00%		
	and Repair ormance ormance ormance ormance ormance Provisioning Provisioning Provisioning Provisioning Provisioning Provisioning	OP-3D	Interval Zone 1 Areas		Parity Benchmark	N/A 90.00%	67	69		0.00%	- 1	1	100.00%	0.00%		
	and Repair trimance trimance trimance trimance trimance trimance Provisioning Provisioning Provisioning Provisioning Provisioning Provisioning Provisioning Provisioning	OP-3D OP-3D		Unbundled Loop - 2 Wire Non-Loaded												-0.25790
February 2018 Ordering and Provisio	and Repair  trmance  trmance  trmance  trmance  trmance  trovisioning	OP-3D OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	11	25		49.64%	3	3	100.00%	6 0.00%	1.22064	-0.25790
February 2018 Ordering and Provisio February 2018 Ordering and Provisio	and Repair prmance prmance prmance prmance prmance provisioning	OP-3D OP-3D OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog  Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	90.00%	26	33								

	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator			Modified Z Score	Parity Score
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0	-1
ebruary 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
ebruary 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	0.00							
ebruary 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154	48								
ebruary 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	380									
ebruary 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	206	35								
ebruary 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	1	10.00							
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	8	8		0.00%	2	2	100.00%	0.00%		
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69	74		25.10%						
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	22	26		36.08%	5	5	100.00%	0.00%	0.062378	-0.962077
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	36	37		16.22%	1,053	1,131	93.10%	25.34%	-0.99066	-1.602279
February 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,662	3,664								
February 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6613.00	19,450	0.0.							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12,830								
February 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23292.00	19,450								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3970.62	4,902								
February 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4561.18	4,902	0.00							
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	729.30	1,870								
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1354.68	1,278								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1,870								
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3131.52	3,728								
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7273.20									
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10404.72	3,728								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7800.23									
February 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6515.04	5,817								
February 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14315.27	7,723								
February 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2402.40	1,092								
February 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	631.26	1,169								
February 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66	1,092								
February 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4020.51	6,591								
February 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8191.69	13,429								
February 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6,591								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00									
February 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52	1,906								
February 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234.44									
February 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2259.96	1,906								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2343.68	3,662								
February 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53720.19	2,817								
February 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87									
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8281.00	4,900								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8211.97	4,537								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.84	6,816								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24874.20	6,378								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47998.71	3,501								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4177.92	816								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17633.00	5,038	0.00							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3345.10	3,041								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5750.52	1,662	0							
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,925									
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	58								
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301	386								
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,925	1,950								
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	30								
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301	302								
February 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	30:04									
February 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	473:31	270								
February 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	28	28								
February 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	313	313								
February 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,733	1,733								
February 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20									
February 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	130	132								
February 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	386	386								
February 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14								
February 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	18	41		49.63%	0	38	0.00%	0.00%		
January 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,643	1,645								
January 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,067,267									
January 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,913	4,913								
January 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,438	2,443		4.52%	46,886	47,265	99.20%	8.92%	-3.227256	-2.962032
January 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,913	4,913								
January 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,365,176	3,322,461	1.01							
January 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	3799.34	26,393								
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600								
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600								
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600								
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200								
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180								
January 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
January 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
January 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	C								
January 2018	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%	50.00%	10	18	55.56%	49.69%	-0.109585	-1.066623
lanuary 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	12	58.33%							

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator C	CLEC Denominator			TL-Q Numerator C	TL-Q Denominator				
January 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	34	50	68.00%	46.65%	10	18	55.56%	49.69%	-0.911108	-1.553914
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	10	70.00%	45.83%	8	13	61.54%	48.65%	-0.413495	-1.251387
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
January 2018	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%	9	14	64.29%	47.92%	-0.394405	-1.239781
January 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	5	40.00%	48.99%	484	837	57.83%	49.38%	0.365926	-0.777533
January 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	20:29	1	20:29	0:00	58004:29	929	62:26	98:24	-0.426121	-1.259063
January 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	49:36	10	4:58	3:50	72:26	16	4:32	3:54	0.25076	-0.847549
January 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	41:09	12	3:26	1:40						
January 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	214:17	50	4:17	3:44	72:54	16	4:33	3:53	-0.242874	-1.147657
January 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	940:47	65	14:28	11:16	224266:31	4,474	50:08	78:06	-3.654106	-3.221538
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:29	10	3:33	1:23	57:01	11	5:11	2:57	-1.265274	-1.769232
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:20	1	12:20	0:00			****			
January 2018	Maintenance and Renair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:24	4	4:21	3:49	57:01	11	5:11	2-57	-0.48259	-1 293394
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	32:57		6:35	7:20	64040:04	1,110	57:42	92:54	-1.227371	-1.746189
January 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	122	962	12.68%	33.28%	-0.380903	-1.231573
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	10	10.00%	30.00%	122	20	15.00%	35.71%	-0.361551	-1.231373
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded		N/A	0	12	0.00%	0.00%	3	20	15.00%	33.7176	-0.361331	-1.219007
January 2018		MR-7D		12 11 11 11	Parity	N/A	0					20		35.71%		-1.579177
January 2018	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity		3	50	6.00%	23.75%	3		15.00%		-0.952661	
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	65	12.31%	32.85%	685	4,869	14.07%	34.77%	-0.405613	-1.246595
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	10	20.00%	40.00%	4	14	28.57%	45.18%	-0.458258	-1.278601
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	4	14	28.57%	45.18%	0.235623	-0.856752
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	5	20.00%	40.00%	145	1,186	12.23%	32.76%	0.048677	-0.970406
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	1,077	1.86%	13.50%	31	2,019	1.54%	12.30%	0.693161	-0.578588
January 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	68,152	0.00%		0	54,562	0.00%			
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	50	2.00%	14.00%	5,001	282,596	1.77%	13.18%	-0.228869	-1.139142
January 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	231	0.00%		34	2,318	1.47%	12.02%	-1.768354	-2.075083
January 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1.565	0.06%	2.53%	0	969	0.00%	/	22304	2.2.2000
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12.525	0.10%	3.09%	0	969	0.00%			
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	54	3.968	1.36%	11.59%	32	2 072	1.54%	12 33%	-0.549076	-1 333814
January 2018 January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi  Unbundled Loop - XDSLi	Parity	N/A	0	3,908	0.00%	11.09%	34	2,072	1.54%	12.33%	-0.549076	-1.333814
		MR-8	Trouble Rate			N/A		16	0.00%		6 055		1.47%		-12 765686	-1.296072 -8.760986
January 2018	Maintenance and Repair			Unbundled Loop Analog	Parity		70	20,567		5.82%		427,092		11.82%		
January 2018	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	806	962	83.78%	36.86%	-0.439713	-1.267326
January 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6	33,168	0.02%	0.13%						-2.94801
January 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	13,063	0.02%	0.19%						-2.934497
January 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	7	33,216	0.02%							
January 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,063	0.02%							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	1	2	0.50							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	36	1	36.00							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	200	4	50.00	0.00						
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	48	3	16.00	0.00	73	1	73.00	0.00		
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	0	2	0.00	0.00	49,443	257	192.39	247.83	-1.093599	-1.664861
January 2018	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%	,					
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	- 1	1	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	123	257	47.86%	49.95%	3 719016	1.261001
January 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	- 4	- 2	100.00%	0.00%	731	793	92.18%	26.85%	-0.291047	-1.176944
		OP-3A OP-3D	Interval Zone 1 Areas		Parity Benchmark	90.00%	1	1 4	100.00%	0.00%	/31	793	92.18%	26.85%	-0.291047	-1.176944
January 2018	Ordering and Provisioning			Enhanced Extended Loops - DS1 Capable			4	- 4								
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	66	69	95.65%							
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	13	100.00%	0.00%	3	3	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	83	83	100.00%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19	23	82.61%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	2	100.00%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
January 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	2	1	2.00	0.00	2,353	631	3.73	6.50	-0.265964	-1.161695
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	165	53	3.11							
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	56	12	4.67							
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	110	97	4.07							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	19	4	4.75							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	19	2	3.00							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	- 2	5.00							
January 2018 January 2018		OP-4E OP-5A	New Service Installation Quality	LIS Trunk		N/A	0	1	100.00%	0.00%	7	7	100.00%	0.00%		
	Ordering and Provisioning				Parity		2	2			/	- /			0	
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1,407	1,530	91.96%	27.19%	-0.295572	-1.179695
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69	71	97.18%	16.55%	4	4	100.00%	0.00%	-1.256295	-1.763773
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	20	21	95.24%	21.30%	4	4	100.00%	0.00%	-0.994458	-1.604587
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	89	90	98.89%	10.48%	1,197	1,274	93.96%	23.83%	-1.8979	-2.153841
January 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,682	5,688	99.89%							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6825.00	19,500	0.35							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16396.80	12,810	1.28							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23221.80	19,500	1.19							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4073.64	4,908	0.83							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4700.09	4,908	0.96							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1,780	0.39							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1281.86	1,198	1.07							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1976.06	1,780	1.11						_	
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3200.06	3,721	0.86							
									0.00							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6863.40	3,813	1.80							
January 2018	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	10063.46	3,721	2.70							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7764.88	7,688	1.01							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
January 2018 January 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341.48	7,688	1.87							

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 Sc
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.77	1,083	2.19							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	615.86	1,162	0.53							
nuary 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2987.63	1,083	2.76							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3952.80	6,588	0.60							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8055.60	13,426	0.60							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12008.40	6,588	1.82							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	262.20	1,140	0.23							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.00	1,900	0.43							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1227.50	982	1.25							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2306.70	1,900	1.21							
nuary 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2303.28	3,656	0.63							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53435.25	2,805	19.05							
nuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55738.53	3,656	15.25							
nuary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8545.56	4,828	1.77							
nuary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8260.98	4,539	1.82							
nuary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67087.44	6,902	9.72							
nuary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25444.00	6,361	4.00							
uary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48308.19	3,493	13.83							
nuary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4110.60	806	5.10							_
uary 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17119.00	5 035	3.40							_
uary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3636.00	3.030	1.20							_
uary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TV Reservation XML)	XML Request/Response	Diagnostic	N/A	5522.16	1.596	3.46					+		-
uary 2018	Pre-Ordering	PO-1-ANIL PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,329	2,888	80.64%							-
		PO-2A				N/A		2,000	42.00%					-		_
uary 2018	Pre-Ordering		All Electronic LSRs All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	21									-
uary 2018	Pre-Ordering	PO-2A		Unbundled Loop Aggregate	Diagnostic			422	81.75%							-
uary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,329	2,342	99.44%							-
ary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21	21	100.00%							
uary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	345	345	100.00%							
uary 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	1090:15	328	3:19							
uary 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	21	21	100.00%							
uary 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	339	339	100.00%							
uary 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,094	2,094	100.00%							
uary 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	23	23	100.00%							
uary 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	171	172	99.42%							_
uary 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	486	486	100.00%							_
uary 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							-
uary 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%		9	100.00%							-
uary 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	13	23.08%	42.13%	-	66	7.58%	% 26.46%	-1.930583	3 -2.1
cember 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.637	1.639	99.88%	42.13%	5	00	7.30%	20.4070	-1.930003	-2.1
	,				. , , ,	N/A										-
cember 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic		1,058,416	1,058,525	99.99%							-
cember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
ecember 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 -2.1
cember 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
cember 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							
cember 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2972.75	20,891	0.14							
cember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
cember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
cember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
cember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
ember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
sember 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	FASE	Diagnostic	N/A	26.580	26.580	100.00%							_
cember 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								-
cember 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								_
ember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable		N/A	7	20	35.00%	47.70%			88.89%	% 31.43%	2.345717	7 0.4
ember 2017 ember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	- 1	20	100.00%	47.70%	8	, a	00.09%	31.43%	2.340/1/	- 0.4
		MR-5A MR-5A			Diagnostic	N/A N/A	1	1	100.00% 37.50%							-
ember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic		3	8					90.00%			
ember 2017	Maintenance and Repair	IVII C OF C	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	20	50.00%	50.00%	9	10	50.007	00.0070		
ember 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				5 -1.5
ember 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%			
ember 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					
ember 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	0.1001			
ember 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				
ember 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					
ember 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			7 -0.
ember 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	4 0:00		
ember 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	4 0:00		
ember 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	0 3:13	0.490189	9 -0.
ember 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			3 -2.
ember 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	7 10:21	-0.463045	5 -1.
ember 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				
ember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	22:54		2:52	1:10	106:51	17				4 -1.
ember 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				
ember 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	14.01	1	0.00%	0.00%	40004.29	3				
ember 2017 ember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Disp out MSA  Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable		N/A N/A	4	19	21.05%	40.77%	1 4					
	Trian transcent and a trap and				Parity		4	19			4	10				-1
ember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%			-
ember 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		0.00%			
ember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	20	20.00%	40.00%	4	10				
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	45	8.89%	28.46%	531					
cember 2017		MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	4	20	20.00%	% 40.00%	-0.6742	2 -1.
cember 2017 cember 2017	Maintenance and Repair	1111 C / L														
cember 2017	Maintenance and Repair 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%		
cember 2017 cember 2017			Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	0	1 8	12.50%	0.00% 33.07%	0 4	1 20	0.001			1 -1.

Month	PID Category	PID	PID Title	Product Category	Standard						CTL-Q Numerator	CTL-Q Denominator				
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22				29	2,074	1.40%	11.74%	1.449756	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	68,584		0.38%	1	54,490	0.00%	0.43%	-0.153406	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49			3,805	286,384	1.33%	11.45%	-0.81221	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	3	226			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			1	979	0.10%	3.19%	-0.311555	
December 2017 December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	8				1 30	979	0.10%	3.19% 11.81%	-0.372478	
December 2017 December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A N/A	28			0.0070	30	2,120 2,366	1.42%	11.81%	-2.257546 -0.451773	
December 2017 December 2017	Maintenance and Repair  Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A N/A	46		0.0010		4.546	2,366 431.829	1.27%	11.19%	-0.451773	
December 2017 December 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog LIS Trunk	Parity Parity	N/A	46	20,964	0.00010		4,546	431,829	1.05%	10.21%	-11.544838	-8.01876
December 2017 December 2017	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc WITGSR excl	LIS Trunk	Parity	N/A N/A	1	13.063								-2.99297
December 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Old WITGSR excl	LIS Trunk	Diagnostic	N/A	13			0.00.00						-2.993/11
December 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0									_
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	46									
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		28.00							
December 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4									
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	100.0070	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	0.00							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	8	1	8.00							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	44	_	22.00							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	142									-
December 2017 December 2017	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50 6.00	40 195		0.00							-
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4F	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	6.00	195		3.98							-
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded		6.00	24		3.00							_
December 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	New Service Installation Quality	LIS Trunk	Benchmark Parity	N/A	24				5	5	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.0010	- 4	5	100.00%	0.00%		-
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	58	58		0.00%	4	4	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24			0.0010	- 4		100.0076	0.0076		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	151				1,108	1,173	94.46%	22.88%	-2.801433	-2.70315
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								
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16262.35	12,805	1.27							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23085.25		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							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4611.22	4,905	0.94							
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	678.30									
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.48									
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2007.78									
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3235.53									
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7239.00									
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10474.53									
December 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7843.80									
December 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6640.50									_
December 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL REQUEST	Diagnostic	N/A	14484.30									
December 2017 December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic Diagnostic	N/A N/A	2354.40 626.94									-
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2981.34		2.76							_
December 2017 December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)  Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2981.34									
December 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.75									
December 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11805.90									
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	282.50									
December 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	873.54									
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1226.36	989	1.24							
December 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2382.40									
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2482.00	3,650	0.68							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53331.04	2,801	19.04							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55813.04	3,650	15.29							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8588.50	.,,								
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8251.88									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67146.73	0,00.								
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26733.00									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48301.60									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4000.00									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17608.50		0.00							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3926.00									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A N/A	5518.70									_
	Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs		Diagnostic	N/A	1,790 27									-
December 2017	Pre-Ordering		All Electronic LSRs All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate	Diagnostic Diagnostic	N/A N/A	27 282		12.0170							-
December 2017	Dec Orderina						282	359	78.55%							
December 2017 December 2017	Pre-Ordering	PO-2A					, 700	4 707	00.040/						$\overline{}$	
December 2017 December 2017 December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,790									
December 2017 December 2017							1,790 27 282	27	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
ecember 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27								
ecember 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	278	278								
cember 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,639									
ecember 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8								
ecember 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	135	136								
ecember 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	336	337								
ecember 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3								
ecember 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	15		47.14%	1	69	1.45%	11.95%	-9.364805	-6.693
lovember 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,594	1,594								
lovember 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	962,736	962,736								
lovember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
lovember 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,594	2,596		2.77%	50,666	51,037	99.27%	8.49%	-3.80236	-3.311
lovember 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
lovember 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,000,507	2,972,123								
lovember 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4129.38	24,408	0.17							
lovember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520								
lovember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
lovember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
lovember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
lovember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
lovember 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
lovember 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
lovember 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
lovember 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	90.91%	28.75%	1,427968	-0.131
lovember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A			0.00%	0.00%	10		55.5176	20.7378	121500	0.101
ovember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2		75.00%	5.0076						
ovember 2017 lovember 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	10	24								
lovember 2017 lovember 2017	Maintenance and Repair  Maintenance and Repair	MR-5A				N/A N/A	10			49.81%	12	13	92.31%	26.65%	2.817371	0.71
		MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity			46								
lovember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%	12	16	75.00%	43.30%	-0.299654	-1.182
lovember 2017	Maintenance and Repair	WII COD	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
lovember 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%	12	16	75.00%		0.024577	-0.985
lovember 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	12		43.30%	303	697	43.47%		0.985589	
lovember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	73:28	17		3:29	22:50	9	2:32	1:38	1.264641	-0.231
lovember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	56:14	1	56:14	0:00						
lovember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:00	4	3:30	2:00	64:48	3	21:36	32:00	-0.740585	
lovember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	183:42	24	7:39	11:06	64:48	3	21:36	32:00	-0.711678	-1.43
lovember 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	2:36	1:29	2.747781	0.670
lovember 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	49:30	50:31	-4.554863	-3.769
lovember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	37:56	7	5:25	5:28	41:25	12	3:27	2:04	0.852386	-0.4817
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	14:06	1	14:06	0:00						
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7:05	2	3:32	4:03	41:25	12	3:27	2:04	-0.00752	-1.0045
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	90:19	8	11:17	8:52	40233:13	850	47:20	43:23	-2.339334	-2.4222
November 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	17		42.42%	0	14	0.00%		1.435028	
November 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0		0.00%	0.00%	· ·		0.0070	0.0070	1.400020	0.1270
Vovember 2017	Maintenance and Repair	MR-7D	Renair Reneat Report Rate-Zone 1	LINBUNDI ED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4		0.00%	0	5	0.00%	0.00%		
November 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1		Parity	N/A	4	24	0.0070	37.27%	0	5	0.00%	0.000.0	0.132254	-0.9198
November 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded		N/A	4	24		37.27%	0	5	0.00%		0.132254	
				Unbundled Loop - DS1 Capable	Parity		6			0010010	0		0.0070	0.000.0	0.0000.0	
lovember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	- 1	39		15.81%	515	3,770	13.66%		-2.007432	
lovember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7		34.99%	3	16	18.75%	39.03%	-0.252397	-1.1534
lovember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
lovember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	3	16	18.75%		0.239836	-0.85
lovember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	8	12.50%	33.07%	107	903	11.85%		-0.350752	
lovember 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24			14.68%	27	2,099	1.29%		2.180303	0.32
lovember 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,352		0.54%	0	54,946	0.00%			
lovember 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	50			3,809	289,981	1.31%		-0.815717	-1.495
lovember 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	228	0.00%		30	2,404	1.25%	11.10%	-1.622228	-1.986
lovember 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1,654	0.24%	4.91%	5	936	0.53%	7.29%	-0.980562	-1.596
lovember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	12,935	0.19%	4.30%	5	936	0.53%	7.29%	-1.41308	-1.8590
lovember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48	4,056		10.81%	29	2,142	1.35%		-0.552182	
ovember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16			30	2,392	1.25%		-0.449296	
lovember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	47	21,014		4.72%	4,673	436,347	1.07%		-11.655261	
lovember 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18	33.504		0.27%	.,510	,547		.5.2070		-2.843
lovember 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	12.943		0.13%						-2.947
lovember 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	20	33.600		0.1376						2.047
lovember 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q Flandern Old Wo TGSR excl	LIS Trunk	Diagnostic	N/A	5	13,063								
lovember 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	30	13,063		0.00						
lovember 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date  Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	36		9.00	0.00						
		OP-15A OP-15A				N/A N/A	36	4	9.00	0.00	32		32.00	0.00		
ovember 2017	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity		-	1				. 1				1.5
ovember 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	33	1	33.00	0.00	51,995	312	166.65	222.68	-0.599223	-1.364
ovember 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2		0.00%						
ovember 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%						
ovember 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%			
ovember 2017	Ordering and Provisioning	OP-15B-RD	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	1.261
ovember 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2								
ovember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	3	3	100.00%	0.00%		
wember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	65								
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	18	20	90.00%	30.00%	1	1	100.00%	0.00%	-1.309172	-1.79
ovember 2017		OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	98	103		22.2370				2.2070		
	Ordering and Provisioning						50	100								
ovember 2017	Ordering and Provisioning Ordering and Provisioning	OP-3F	Interval Zone 2 Areas	Enhanced Extended Loons - DS1 Canable	Benchmark	90.00%	2	A	50 00%							
lovember 2017 lovember 2017 lovember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00% N/A	2	4	50.00%	0.009/	2	2	100.000/	0.000		
ovember 2017		OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable  LIS Trunk  UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark Parity Benchmark	90.00% N/A 90.00%	2	2		0.00%	3	3	100.00%	0.00%		

	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator		CTL-Q Standard Deviation	Modified Z Score	Parity Score
lovember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%	0.00%		
ovember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
vember 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	4	2	2.00							
vember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	198	66	3.00							
ovember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	75	15	5.00							
lovember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	195	56	3.48							
ovember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	26	4	6.50							
ovember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	1	4.00	0.00						
lovember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	42	6	7.00							
lovember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	2	2	1.00							
lovember 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%		
lovember 2017	Ordering and Provisioning		New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2		0.00%	4	4		0.00%		
lovember 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
lovember 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77		0.00%			100.00%	0.00%		
lovember 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	21			20.83%		4	100.00%	0.00%	-1.020076	-1.6201
lovember 2017	Ordering and Provisioning Ordering and Provisioning		New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	101			20.03%	816	872		24.51%	-0.324377	
ovember 2017				LNP	Benchmark	95.00%	100		0.110070	23.01%	010	0/2	93.30%	24.5176	-0.324377	-1.1972
lovember 2017	Ordering and Provisioning Pre-Ordering		Number Portability Timeliness without Loop Coord  Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6626.60									
								,	0.0.							
ovember 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16112.88									
ovember 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22739.48	,								
ovember 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3969.00									
ovember 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4521.00	1,000	0.00							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1,780	0.39							
ovember 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1306.98	1,233	1.06							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.18	1,780	1.12							
ovember 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3196.62									
ovember 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7612.00									
lovember 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10808.62									
lovember 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7868.17	7,639								
lovember 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60									
lovember 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14444.77	7.639								
lovember 2017 lovember 2017				REQUEST		N/A N/A	14444.77									
lovember 2017 lovember 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A N/A	2345.77									
					Diagnostic											
ovember 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2989.77	1,081								
ovember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3817.56									
ovember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7784.18		0.58							
lovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11601.74									
lovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	270.72	1,128	0.24							
lovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	890.65	1,895	0.47							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1201.70	985	1.22							
lovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2363.07	1,895	1.25							
lovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2428.75	3,625	0.67							
lovember 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51723.54									
lovember 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54152.29	3,625	14.94							
lovember 2017	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XMI Request/Response	Diagnostic	N/A	8483.20									
lovember 2017	Pre-Ordering Pre-Ordering	PO-1-XML		XML Request/Response		N/A	8195.68	4,620								
			Pre-Order Response Times (Appt. Scheduler XML)		Diagnostic											
lovember 2017	Pre-Ordering		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67068.00	0,000								
lovember 2017	Pre-Ordering		Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26084.20									
lovember 2017	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48252.87									
ovember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4074.90	799	5.10							
ovember 2017	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17068.00	-,,								
ovember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3922.10	3,017	1.30							
lovember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5515.24	1,594	3.46							
lovember 2017	Pre-Ordering		All Electronic LSRs	LNP	Diagnostic	N/A	1,974	2,489	79.31%							
ovember 2017	Pre-Ordering		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35									
lovember 2017	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395									
lovember 2017	Pre-Ordering Pre-Ordering		All Flow-through Eligible LSRs	I NP	Diagnostic	N/A	1.974									
lovember 2017	Pre-Ordering Pre-Ordering		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35									
ovember 2017 lovember 2017			All Flow-through Eligible LSRs			N/A N/A	35									
	Pre-Ordering			Unbundled Loop Aggregate	Diagnostic											
lovember 2017	Pre-Ordering		LSRs received via facsimile	Product Aggregate	Diagnostic	N/A N/A	43:17		43:17 1:48							
lovember 2017	Pre-Ordering		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic		455:12									
lovember 2017	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35									
lovember 2017	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	379									
lovember 2017	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,791									
ovember 2017	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	10									
lovember 2017	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	218									
lovember 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	442	442	100.00%							
lovember 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							
ovember 2017	Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	18	27.78%	44.79%	1	50	2.00%	14.00%	-6.698603	-5.0724
ctober 2017	Billing		Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,527	1,529								
ctober 2017	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,095,099									
ctober 2017	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4.840									
tober 2017	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,429			4.53%	50,350	50,830	99.06%	9.67%	-3.682048	-3.2385
ctober 2017 ctober 2017						N/A N/A	2,429			4.03%	30,350	50,830	99.00%	9.07%	-3.002048	-3.2380
	Billing		Reciprocal Compensation (MOU): All	Reciprocal Compensation	Diagnostic		.,	.,								
ctober 2017	Database Updates			LIDB	Diagnostic	N/A	3,626,449		1.01							
ctober 2017	Database Updates	DD 10 1	All	Directory Listing	Diagnostic	N/A	5786.33		0.00							
ctober 2017	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060									
ctober 2017	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060									
ctober 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
October 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41.820	41,820	100.00%							
ctober 2017	Electronic Gateway Availability															

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 Scr
October 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ctober 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ctober 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%	7	8	87.50%		1.075723	-0.346
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%		
tober 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%							
tober 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								
tober 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	25	41		48.78%	5	6	83.33%	37.27%	0.580117	-0.64
tober 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	-1.13
tober 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	61.54%	48.65%	-0.483933	-1.3
tober 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	-1.3
tober 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	-1.5
tober 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	-0.9
tober 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			
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LINBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	42-44			1:53	11:00				0.199336	-0.1
tober 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	0.21	3:53	11:00	2	3:40		0.25076	-0.1
tober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wile Nort-Loaded  Unbundled Loop - DS1 Capable		N/A	174-53			3:34	11:20	3			-0.168741	-0.
					Parity					0.0.		-				
tober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	621:14	44		9:57	133674:15	3,412			-4.302324	-3.
tober 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:28	6		3:36	48:18	10			-0.886958	-1.
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	-1.
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	36:59	-2.832792	-2.
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.
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	10.00%	30.00%	-0.702728	-1.
ober 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 ober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0			0.00%	1	3			-1 044466	-1
ober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	13		26.65%	1	2	33.33%		-0.849208	-1.
ober 2017 ober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1			N/A	10			26.65% 42.94%	1	10			0.519416	
				Unbundled Loop - DS1 Capable	Parity						507					-0.
tober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2			20.83%		3,638			-1.787864	-2.
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	13				
tober 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	-0.
tober 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	12	0.0070	27.64%	107	808			-0.49804	-1.
tober 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	0.99%	9.92%	0.722997	-0.
tober 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,280	0.00%	0.38%	1	55,134	0.00%	0.43%	-0.15237	-1.
tober 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	52		13.73%	3.702	293.991	1.26%	11.15%	0.043456	-0.
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	221	0.00%		23	2,416	0.95%	9.71%	-1.395025	-1.
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8			6.84%	3	936			0.652339	-0.
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13			3.15%	2	936			-1.155965	-1.
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wile Nort-Loaded  Unbundled Loop - DS1 Capable	Parity	N/A	45			10.43%	19	2.155			0.874217	-0.
tober 2017							45			10.43%						
tober 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.0070		23	2,405	0.96%	9.73%	-0.415346	-1.3
tober 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	56	21,240		5.13%	4,446	441,601	1.01%		-10.596764	-7.4
tober 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,482	2,888	85.94%	34.76%	-0.404377	-1.3
tober 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%	0.19%						-2.8
tober 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,063	0.01%	0.07%						-2.9
tober 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	33,696	0.04%							
tober 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,063	0.01%							
tober 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	6	1	6.00							
tober 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						
ober 2017	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	222.36	-0.682455	-1
ober 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	.0		0.00%	0.00%	40,007	200	100.01	EEE.00	0.002-100	- "
ober 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities			N/A	0		100.00%	0.00%	145	299	48 49%	49.98%	3 719016	1.
				Unbundled Loop Analog	Parity		1	1		0.0010			1011010			
ober 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	702	703	99.86%	3.77%	-0.037716	-1
ober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
ober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	6	6		0.00%	1	1	100.00%	0.00%		
ober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	74	78	94.87%							
ober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	24	25	96.00%	19.60%	2	3	66.67%	47.14%	-1.018402	-1.
ober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	39	39	100.00%							
ober 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	4	25.00%							
tober 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%		
ober 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10		2.2270	-	-		2.3070		
ober 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2		0.00%						
ober 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	-		0.00%						
		OP-3E OP-4D			Benchmark	6.00	3	3	5.00							
ober 2017	Ordering and Provisioning		Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable			5	1								
ober 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154									
tober 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	124									
tober 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	194									
ober 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	27	3	9.00							
ober 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30	10	3.00							
ober 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
ober 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3								
ober 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%		
ober 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1		100.00%	0.00%	1.645	1.820			-0.326074	-1
ober 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	00	90	100.00%	0.00%	.,045	1,020	100.00%	0.00%	0.020074	
		OP-5A OP-5A					90				6	- 6			4.0400::	-1
ber 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28			18.25%	3	. 3	100.00%		-1.318011	
ober 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	41	42		15.25%	1,368	1,475	92.75%	25.94%	-1.200623	-1
ober 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,936	-,	0.0101.70							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6631.70	19,505	0.34							
ber 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15987.50	12,790	1.25							
ber 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22619.20	19,505	1.16							
ober 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3917.60	4,897								
ober 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4439.10	4,697	0.80							
tober 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)  Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	4439.10 698.00	4,897								
ober 2017 ober 2017								.,,	01.10							
oner 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1291.50	1,230	1.05							
ober 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1989.50	1.745	1.14							

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 Scor
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3157.75	3,715	0.85							
ctober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7986.30	3,803	2.10							
tober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11144.05	3,715	3.00							
tober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7782.60	7,630	1.02							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6512.80	5,815	1.12							
tober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14295.40	7,630	1.87							
tober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2382.72	1,088	2.19							
toher 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.36	1,142	0.58							
tober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3045.08	1,088	2.80							
tober 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3751.17	6.581	0.57							
ctober 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7772.00	13.400	0.58							
ctober 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11523.17	6.581								
		PO-1-IMA GUI		ACCEPT				1,100	1.75 0.23							
ctober 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)		Diagnostic	N/A	253.00									
ctober 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	864.80	1,880	0.46							
ctober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1187.01	981	1.21							
ctober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2304.81	1,880	1.23							
ctober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2498.49	3,621	0.69							
ctober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51544.20	2,710	19.02							
ctober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54042.69	3,621	14.92							
ctober 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							
ctober 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							
ctober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67107.81	6,897	9.73							
ctober 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Get CSR XMI )	XMI Request/Response	Diagnostic	N/A	26670.00	6.350	4.20							
ctober 2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XWL)	XML Request/Response		N/A	48371.80	3,485	13.88							
ctober 2017 ctober 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Loop Quai Tools XML)	XML Request/Response  XMI Request/Response	Diagnostic Diagnostic	N/A N/A	483/1.80	3,485	13.88					_		
									0.00							
ctober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17552.50	5,015	3.50							
ctober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3612.00	3,010	1.20							
ctober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5504.86	1,591	3.46							
ctober 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,216	2,812	78.81%							
ctober 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	75	69.33%							
ctober 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	474	77.85%							
ctober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,216	2,223	99.69%							
ctober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	52	100.00%							
ctober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	370	99.73%							
ctober 2017	Pre-Ordering Pre-Ordering	PO-3C	LSRs received via facsimile			N/A	4:15	370	1:25							
		PO-3C		Product Aggregate	Diagnostic	N/A	565:30		1:37							
ctober 2017	Pre-Ordering		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A 95.00%	565:30	351 50	1:37							
ctober 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	00.0070	00	00	100.0070							
ctober 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	385	385	100.00%							
ctober 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,034	2,034	100.00%							
ctober 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
ctober 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	163	164	99.39%							
October 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	531	531	100.00%							
October 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
October 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	7	12	58.33%	49.30%	1	64	1.569	6 12.40%	-14.551534	-9.846
eptember 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.618	1,623	99.69%	40.0070		01	1.007	12.4070	14.001004	0.040
September 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic Diagnostic	N/A	1.053.953	1.053.953	100.00%							
			3	35 - 5 - 6												
eptember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
eptember 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,136	2,142	99.72%	5.29%	51,391	51,958	98.919	6 10.39%	-3.541261	-3.152
eptember 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
eptember 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	5,203,914	4,733,144	1.10							
eptember 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4367.93	26,443	0.17							
eptember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,340	29,340	100.00%							
eptember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
eptember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29.340	29.340	100.00%							
eptember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
entember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RenairGUI	Diagnostic	N/A	40 485	40.485	100.00%							
eptember 2017	Electronic Gateway Availability	GA-4	System Availability - Repail	EASE		N/A	26.580	26.580	100.00%							
eptember 2017 eptember 2017	Electronic Gateway Availability  Electronic Gateway Availability	GA-4	System Availability - ASR System Availability - ASR	EASE	Diagnostic	N/A N/A		26,580	100.00%							
-p			-,,		Diagnostic		0	0								
eptember 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	57.149	6 49.49%	-1.384095	-1.84
eptember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	80.00%							
eptember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	15	24	62.50%							
eptember 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	61.549	6 48.65%	1.663137	0.011
eptember 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	58.339	6 49.30%	-0.159464	-1.096
eptember 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%						
eptember 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	53.859	6 49.85%	-1.218899	-1.741
eptember 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	11	15	73.33%	44.22%	371	601			-0.913234	-1.555
ptember 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			-0.961914	
ptember 2017 ptember 2017	Maintenance and Repair	MR-6D		UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	12:56	7	2:35	1:45	11:21				-0.961914	
		MR-6D MR-6D	Mean Time to Restore Interval Zone 1		Parity		12:56	5	2:35			3			-2.645608 1.439531	
ptember 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A		24	0.00	8:46	11:21	3	3:4			-0.124
ptember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	150:59	28	5:24	2:34	50:21	12			1.126391	-0.31
ptember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	546:04	51		6:35	98094:15	2,890			-4.666881	
ptember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	42:37	6	7:06	7:40	67:45	7	9:4	1 10:25	-0.44427	-1.270
ptember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:52	1	0:52	0:00						
ptember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:38	2	2:49	1:05	76:53	8	9:3	7 9:39	-0.890511	-1.54
	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			-0.724023	
ptember 2017 ptember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	8	25.00%	43.30%	29130.47	15			-0.217854	
promiser 2017		MR-7D					2	8			3	15				
otombor cost	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%	40.00%	0	3	0.009		-0.318639	-1.19
	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	0.007		-0.50143	
ptember 2017 eptember 2017				Unbundled Loop - DS1 Capable	Parity	N/A	0	28	0.00%	0.00%	3	14	21.439	6 41.03%	-1.595448	-1.969
eptember 2017 eptember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1				Ü									
eptember 2017 eptember 2017 eptember 2017		MR-7D MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable  Unbundled Loop Analog  Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	4	51	7.84% 0.00%	26.88% 0.00%	378	3,171	11.929	6 32.40%	-0.891493 -1.109765	

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
eptember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						_
ptember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	3	13	23.08%		0.059717	-0.9636
ptember 2017		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	114		14.18%		0.627535	
ptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	1,169	1.20%	10.88%	26		1.21%		-0.023826	-1.014
ptember 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,520	0.00%	0.38%	0	55,812	0.00%			
ptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%		3,250		1.09%		-0.757709	-1.46
ptember 2017		MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220	0.00%		27	2,457	1.10%		-1.497851	-1.91
ptember 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,764	0.28%	5.32%	3		0.31%		-0.13113	
ptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	13,260	0.18%	4.25%	3	959	0.31%	5.58%	-0.705978	-1.42
eptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	30	4,176	0.72%	8.45%	26	2,192	1.19%	10.83%	-1.638056	-1.99
eptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		27	2,447	1.10%	10.45%	-0.446497	-1.27
eptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	53	21,614	0.25%	4.95%	3,975	445,984	0.89%	9.40%	-9.869832	-7.00
eptember 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	13	33,888	0.04%	0.24%						-2.88
eptember 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	13,015	0.01%	0.07%						-2.96
eptember 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	33,888	0.04%							
entember 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	I IS Trunk	Diagnostic	N/A	4	13.087	0.03%							
eptember 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	709	715	99.16%	9.12%	-0.159002	-1.09
entember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	I IS Trunk	Parity	N/A	1	1	100.00%	0.00%	5	5				- 1100
otember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	91	91	100.00%	0.0070		Ü	100.0070	0.0070		_
entember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	20	65.00%	47 70%						_
otember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DST Capable  Unbundled Loop Analog	Benchmark	90.00%	29	30	96.67%	47.70%						_
otember 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas		Benchmark	90.00%	19	19	100.00%							-
p. 10				Enhanced Extended Loops - DS1 Capable		0.010010	19									-
ptember 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%		_
eptember 2017		OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	5	5	100.00%							
ptember 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%		
ptember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	7	85.71%							
ptember 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	301	271	1.11	0.57	-0.192807	-1.1
eptember 2017		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	225	77	2.92							
eptember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	146	20	7.30							
eptember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	138	30	4.60							
eptember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	15	3	5.00							
eptember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	8	1	8.00	0.00						
eptember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	15	5	3.00							
eptember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50		1	5.00							
eptember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	33	7	4.71							
eptember 2017		OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%		8	100.00%	0.00%		_
otember 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3	100.00%	0.00%	1.809	2.012			-0.579783	-1.35
ptember 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%	1,009	2,012	100.00%		-1.941696	-2.1
		OP-5A				N/A					3	3	100.00%		-1.941696	-2.18
eptember 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity		24	24	100.00%	0.00%	1	1				
eptember 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	-1.32
eptember 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,472	3,478	99.83%							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6435.00	19,500	0.33							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15360.00	12,800	1.20							
eptember 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21795.00	19,500	1.12							
eptember 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3963.33	4,893	0.81							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4484.27	4,893	0.92							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	696.00	1,740	0.40							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.24	1,206	1.04							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1950.24	1,740	1.12							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3118.08	3,712	0.84							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7980.00	3.800	2.10							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11098.08	3.712	2.99							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7699 23	7 623	1.01							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6555.13	5.801	1.13							
otember 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14254.36	7.623	1.13							
eptember 2017 eptember 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)  Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2374.02	1,023	2.18							_
eptember 2017 eptember 2017			Pre-Order Response Times (Meet Point Inquiry)  Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A	2374.02	1,089	2.18 0.57							-
eptember 2017 eptember 2017		PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)  Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A	3023.82	1,140	2.78							-
	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A N/A	3023.82	1,089	0.56							-
eptember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic			0,000	0.00							-
ptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7859.39	13,321	0.59							-
ptember 2017			Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11544.19	6,580	1.75							
ptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.31	1,097	0.23							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	860.20	1,870	0.46							
ptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1176.00	980	1.20							
ptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2288.51	1,870	1.22							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2461.60	3,620	0.68							
eptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51555.12	2,712	19.01							
ptember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54016.72	3,620	14.92							
ptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8243.91	4,821	1.71							
ptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8047.38	4,521	1.78							
ptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67019.40	6,895	9.72							
ptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26446.14	6.342	4.17							
ptember 2017	Pre-Ordering	PO-1-XIVIL	Pre-Order Response Times (Get CSK XWL)  Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47981.96	3,482	13.78							
eptember 2017 eptember 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Loop Quai Tools XML)  Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response  XMI Request/Response		N/A N/A	47981.96 3997.40	3,482	13.78							-
					Diagnostic				0.00							-
ptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17581.59	5,009	3.51							-
eptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3615.60	3,013	1.20							
ptember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5501.40	1,590	3.46							
		PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,175	2,777	78.32%							
September 2017		PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	42	61.90%							
eptember 2017 eptember 2017	Pre-Ordering	PU-ZA														
	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs		Diagnostic	N/A	356	420	84.76%							
ptember 2017	Pre-Ordering		All Electronic LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate LNP		N/A N/A	356 2,175	420 2,185	84.76% 99.54%							

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
eptember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	356	358	99.44%							
ptember 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	101:18	4	25:20							
ptember 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	765:18	301	2:33							
eptember 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	25	25	100.00%							
eptember 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	351	354	99.15%							
eptember 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,973	1,975	99.90%							
eptember 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
eptember 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	129	129	100.00%							
eptember 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	521	522	99.81%							
eptember 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
eptember 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
September 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	10	16	62.50%	48.41%	3	72	4.17%	19.98%	-10.56207	-7.4212
ugust 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,740	1,742	99.89%							
ugust 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,108,807	1,108,807	100.00%							
ugust 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,696	5,696	100.00%							
ugust 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,785	2,793	99.71%	5.34%	86,255	86,726	99.46%	7.35%	-1.816588	-2.1044
ugust 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,696	5,696	100.00%							
ugust 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,803,802	4,428,264	1.08							
ugust 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5383.47	31,907	0.17							
ugust 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
ugust 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
ugust 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
ugust 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
ugust 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
ugust 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
ugust 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ugust 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ugust 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	9	88.89%	31.43%	14	15	93.33%	24.94%	-0.304339	-1.1850
ugust 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ugust 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	80.00%							
ugust 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	17	26	65.38%							
ugust 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29	39	74.36%	43.67%	10	11	90.91%	28.75%	0.731997	-0.5549
ugust 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	12	14	85.71%	34.99%	0.38532	-0.7657
ugust 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	- 1	0.00%	0.00%		1	0.00%	0.00%		
ugust 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	- 1	100.00%		_					
ugust 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A			55.56%	49.69%	12	15	80.00%	40.00%	0.814728	-0.504
ugust 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 4 Hours	Business	Parity	N/A	4	7	57.14%	49.49%	307	573	53.58%		-0.187992	
ugust 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A		,	100.00%	0.00%	1,524	3,489	43.68%	49.60%	-1.605386	-1.9760
August 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	23:04	- 2	23:04	0:00	94342:50	2,421	43.00%		-0.482372	-1.2932
								1								
August 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	22:24	1	22:24	0:00	24392:25	741	32:55		-0.343334	-1.2087
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29:36	9	3:17	1:48	25:27	12	2:07	1:14	1.607248	-0.0228
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	89:00	- 1	89:00	0:00						
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:59	5	2:36	1:47	7:02	1	7:02			
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112:45	26	4:20	2:38	7:02	1	7:02			
ugust 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	139:22	39	3:34	3:06	19:02	10	1:54		1.750686	0.00.0
August 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	462:52	60	7:43	8:07	102826:32	2,670	38:31	33:35	-7.023905	-5.2702
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:21	2	3:40	2:00	50:36	9	5:37		-0.235879	-1.1434
ugust 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	78:09	1	78:09	0:00	792:49	1	792:49	0:00		
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3:45	1	3:45	0:00						
ugust 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	37:13	9	4:08	2:23	55:02	10	5:30		-0.298867	-1.1816
ugust 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	36:21	4	9:05	9:59	26376:01	789	33:26	00.00	-1.442882	
ugust 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	265	2,419	10.95%	31.23%	-0.350679	-1.2131
ugust 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%	0.00.00		
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			-0.404459	-1.2458
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	-1.7758
ugust 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ugust 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	-1.8791
ugust 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	-1.5754
ugust 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%		-1.772843	-2.0778
ugust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1	15	6.67%	24.94%	-0.355036	-1.2158
ugust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
ugust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
ugust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	9	0.00%	0.00%	1	15	6.67%	24.94%	-0.633866	-1.3853
ugust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	127	929	13.67%		-0.794167	
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,178	0.93%	9.62%	29	2,185	1.33%	11.44%	-0.951146	-1.5782
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,568	0.00%	0.54%	1	56,365	0.00%		0.461138	
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	51	3.92%	19.41%	3,424	301,392	1.14%		1.203244	-0.268
agust 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%		-0.565869	
ugust 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		1,803	0.28%	5.26%	34	2,469	0.10%	3.20%	1.373346	-0.1650
agust 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%		0.937752	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	48	13,357	1.13%	10.58%	26	2,226	1.17%	10.74%	-0.130659	-1.0794
ugust 2017	Maintenance and Repair  Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable  Unbundled Loop - XDSI i		N/A N/A		4,243	0.00%	10.58%	26	2,226	1.17%		-0.130659 -0.498399	
ugust 2017					Parity		0		0.0010	e 4411					0	
igust 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	-6.765
igust 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,149	2,419	88.84%	0.1.10	-0.354384	
ugust 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	679	746	91.02%	28.59%	-0.313915	-1.190
ugust 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	33,888	0.03%	0.23%						-2.916
ugust 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6	13,087	0.05%	0.36%						-2.8564
ugust 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	9	33,888	0.03%							
ugust 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	6	13,087	0.05%							
gust 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	34	1	34.00							

Month August 2017	PID Category  Ordering and Provisioning	PID OP-15A	PID Title Interval for Pending Orders Delayed Past Due Date	Product Category Unbundled Loop - 2 Wire Non-Loaded	Standard Parity	Benchmark N/A	CLEC Numerator	CLEC Denominator	CLEC Result		CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date  Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	2	1	3.00		760		760.00	0.00		
ugust 2017 ugust 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3		100.00%	0.00	700		760.00	0.00		
gust 2017 gust 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%		0	1	0.00%	0.00%		
igust 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1			0.0076			0.0076	0.0076		
igust 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	13			0.00%	7	7	100.00%	0.00%		
ugust 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	53	53		0.00%		,	100.00%	0.00%		
igust 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	19	24	100.0070	40.61%	2		66.67%	47 14%	-0.433013	-1.2632
ugust 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45	48		40.0176			00.0770	47.1470	-0.453015	-1.2002
ugust 2017 ugust 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	45	40		0.00%			100.00%	0.00%		
		OP-3E				90.00%	5	5	0.00%	0.00%	1	1	100.00%	0.00%		
ugust 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Parity	90.00% N/A	5	5		0.00%						
ugust 2017	Ordering and Provisioning		Interval Zone 2 Areas				5	5		0.00%						
ugust 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	/	/	100.00%							
ugust 2017	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
ugust 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	85	31								
ugust 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	97	17								
ugust 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	259	49								
ugust 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	20	2								
ugust 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
ugust 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	35	7	5.00							
ugust 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%		
ugust 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	4	5			-0.456435	-1.2774
ugust 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	56	56	100.00%	0.00%	6	7	85.71%	34.99%	-1.01835	-1.6191
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	29		18.25%	3		75.00%		-0.933154	-1.5673
ugust 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	56	29		0.00%	1,773	1,895			-1.934619	-2.1761
		OP-5A OP-8C	New Service Installation Quality  Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Panty Benchmark	N/A 95.00%	5 931	5 944			1,773	1,895	93.56%	24.54%	-1.934619	-2.1761
ugust 2017	Ordering and Provisioning					00.0070										
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6681.68	19,652								
August 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16737.50	12,875								
August 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23419.18	19,652								
August 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4329.60	4,920	0.00							
lugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4853.48	4,920	0.99							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	725.70	1,770	0.41							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.80	1,220	1.09							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2055.50	1,770	1.16							
ugust 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3024.00	3,600	0.84							
ugust 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7991.55	3.717								
ugust 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11015.55	3,600								
				REQUEST		N/A	7900.00	7.900								
August 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)		Diagnostic											
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6840.00	5,700								
August 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14740.00	7,900								
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2343.50	1,090								
August 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	660.00	1,200								
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3003.50	1,090	2.76							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3380.00	6,500	0.52							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.00	13,200	0.60							
August 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11300.00	6.500	1.74							
August 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	274.50	1,098	0.25							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	855.00	1,900								
August 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1261.00	970								
August 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2390.50	1,900								
-	-	PO-1-IMA GUI	Pre-Order Response Times (114 Reservation)  Pre-Order Response Times (Loop Qual Tools)	REQUEST		N/A	2590.00	3,700								
August 2017	Pre-Ordering				Diagnostic											
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51415.95	2,699								
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54005.95	3,700								
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8160.00	4,800								
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8214.31	4,589								
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67824.35	6,985	9.71							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	27392.00	6,400								
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47913.06	3,477	13.78							
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3956.40	785								
ugust 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17500.00	5,000								
ugust 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XMI Request/Response	Diagnostic	N/A	3900.00	3,000								
rugust 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)  Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5781.66	1,671								
August 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A	2 195	1,6/1								
							-,	-,								
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	50								
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	393	00.0010							
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,195	2,207								
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	20								
ugust 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	321	98.75%							
ugust 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	101:39	4								
ugust 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	575:56	298	1:56							
ugust 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	20	20	100.00%							
ugust 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	321	321	100.00%							
ugust 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,999	1,999								
ugust 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12								
	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs		Benchmark	90.00%	121	122								
ugust 2017	-	PO-5B-(c)		Unbundled Loop AGG-EELs LNP		90.00%	516									
ugust 2017	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs		Benchmark											
ugust 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.0070							
ugust 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	22		34.32%	3	77	3.90%	19.35%	-2.082207	-2.2658
uly 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,949	1,952								
uly 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,134,487	1,134,487								
ıly 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%							
	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.848	2.860	99.58%	6.46%	54,614	55.185	98.97%	10.12%	-3.169733	-2.9270

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
uly 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712	100.00%							
uly 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,045,810	3,766,648	1.07							
uly 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4837.32	29,943	0.16							
uly 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
uly 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
uly 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
uly 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ЕВТА	Diagnostic	N/A	42,840	42,840	100.00%							
uly 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
luly 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
luly 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
luly 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
luly 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	10	10	100.00%	0.00%		
luly 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%							
luly 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%							
uly 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	20	35	57.14%	49.49%	13	15	86.67%	33.99%	1.736055	
uly 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	6	66.67%	47.14%	4	10	40.00%	48.99%	-1.054093	-1.6408
uly 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%						
uly 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%							
uly 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	4	10	40.00%	48.99%	-0.430331	-1.2616
uly 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	9	11.11%	31.43%	202	489	41.31%		1.530916	
uly 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	4	25.00%	43.30%	1,168	3,486	33.51%	47.20%	-0.226786	
uly 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	17:26	1	17:26	0:00	126966:29	2,637	48:09	00.00	-0.788876	-1.4796
uly 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	185:37	3	61:52	11:37	27789:35	651	42:41	64:33		
uly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:57	2	1:28	0:30	16:31	6	2:45		-1.126884	-1.6850
uly 2017	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			
uly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	105:00	20	5:15	9:52	2:10	1	2:10			
uly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	124:15	35	3:33	2:15	32:25	11	2:57		1.226528	
uly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	422:27	49	8:37	6:15	129743:19	2,772	46:48	38:56	-6.804803	-5.1370
uly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:08	6	5:51	5:41	44:47	8	5:36	3:57	0.347787	-0.788
uly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	955:53	1	955:53	0:00						
uly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1:36	1	1:36	0:00						
uly 2017	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:56	8	3:37	1:31	44-47	8	5:36	3:57	-1.002525	-1.6094
ulv 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:34	3	9:51	0:03	29003:48	685	42:20		-0.881673	
uly 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%	0.001070	1.0000
uly 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	1	3	33.33%	47.14%	0	2	0.00%		-0.253347	-1.1540
uly 2017 uly 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	15	0.00%		-0.233347	-1.1540
uly 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	13	0.00%			_
uly 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	20	5.00%	21.79%	0	1	0.00%	0.00%	-1.668391	-2.0143
		MR-7D					1				0	15				
luly 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	35	8.57%	27.99%	0		0.00%		0.429091	
July 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	/	49	14.29%	34.99%	402	3,184	12.63%	33.21%	0.182253	
July 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	2	10	20.00%	40.00%	-0.161374	-1.09810
July 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
July 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%						
July 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	2	10	20.00%	40.00%	-1.054093	
July 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	96	782	12.28%	08.08.0	-0.6467	
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	1,202	0.67%	8.13%	20	2,214	0.90%	9.46%	-0.701473	-1.42646
July 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,496	0.00%	0.38%	0	56,245	0.00%			
July 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%		3,312	304,716	1.09%	10.37%	-0.755849	-1.45952
July 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	4	220	1.82%	13.36%	25	2,522	0.99%	9.91%	0.844334	-0.48668
July 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,839	0.27%	5.21%	1	973	0.10%	3.20%	1.331354	-0.19059
luly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	21	13,549	0.15%	3.93%	1	973	0.10%	3.20%	0.491018	-0.70148
luly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	43	4,290	1.00%	9.96%	25	2,252	1.11%	10.48%	-0.395355	-1.2403
luly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		25	2,513	0.99%	9.92%	-0.446517	-1.27146
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	52	22,038	0.24%	4.85%	3,966	454,947	0.87%	9.30%	-9.915983	-7.02848
uly 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	33,720	0.02%	0.13%						-2.9541
July 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,087	0.00%	0.03%						-2.99251
July 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	33,720	0.02%							
July 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%							
July 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	11	1	11.00							
July 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	6	2	3.00	0.00	350	1	350.00	0.00		
July 2017 July 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1	1	1.00	0.00	41.447	317	130.75	0.00	-0.648144	-1.39404
July 2017 July 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed Fast Due Date  Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	41,441	1	100.00%		0.0-10144	1.00-104
July 2017 July 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	- 4	0.00%	0.00%	140	317	44.16%	49.66%	-0.88796	-1.53984
July 2017 July 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	No dispatches	Residence	Parity	N/A	4	1	100.00%	0.00%	765	771	99.22%	8.79%	-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	Benchmark	90.00%	0	1	0.00%	0.00%	100	771	99.42%	0.19%	-0.000004	-1.00380
		OP-3D OP-3D				90.00%	-	1	94.31%							-
luly 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark		116	123		40.00						-
luly 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	20	25	80.00%	40.00%						$\vdash$
uly 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	31	36	86.11%							
uly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
uly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
uly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	12	66.67%							
uly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
uly 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	361	292	1.24	0.58	-0.405063	-1.2462
uly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	12	1	12.00							
uly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	364	86	4.23							
uly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	114	25	4.56							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	39	4.85							
uly 2017		OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
uly 2017 uly 2017	Ordering and Provisioning				The second second		-		4.63							
		OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	37									
uly 2017 uly 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas		Benchmark Benchmark	6.00	37	8	4.63 5.00							_
uly 2017				Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog LIS Trunk				1		0.00%	2		100.00%	0.00%		

lulu 2017	PID Category	OP-5A	PID Title  New Service Installation Quality	Product Category	Standard	N/A	CLEC Numerator	CLEC Denominator		LEC Standard Deviation 20.05%	CIL-Q Numerator	CTL-Q Denominator	CTL-Q Result  C	TL-Q Standard Deviation	Modified Z Score	
uly 2017 uly 2017	Ordering and Provisioning	OP-5A OP-5A		Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	137	143	0010070	20.05%	2	2	100.00%	0.00%	-1.396235 -1.768825	
	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality			N/A N/A		25			1.656	1				
uly 2017 uly 2017	Ordering and Provisioning	OP-5A OP-8C	New Service Installation Quality	Unbundled Loop Analog	Parity		38			21.79%	1,656	1,775	93.30%	25.01%	-0.426199	-1.25911
	Ordering and Provisioning	PO-1-IMA GUI	Number Portability Timeliness without Loop Coord	LNP REQUEST	Benchmark	95.00%	3,422	3,427								
July 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A N/A	6375.27 15832.56	19,319 12.872	0.33							
July 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic											
July 2017 July 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22207.83	19,319 4.217	1.15 0.78							
July 2017 July 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)  Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A N/A	3289.26 3776.11	4,217								
			Pre-Order Response Times (Appt. Scheduler)  Pre-Order Response Times (Facility Assignment)		Diagnostic		721.60	4,217	0.90							
July 2017	Pre-Ordering			REQUEST RESPONSE	Diagnostic	N/A										
July 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)		Diagnostic	N/A	1310.04	1,213								
July 2017 July 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A N/A	2031.64 3219.57	1,760 3,879	1.15 0.83							
July 2017 July 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	3219.57 7982.95	3,879								
,	Pre-Ordering Pre-Ordering			TOTAL	Diagnostic	N/A N/A	7982.95 11202.52	3,713	2.15							
July 2017 July 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	11202.52 8154.64	3,879 7.841	2.89							
		PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	6608.16	7,841	1.04							
July 2017 July 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)  Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14762.80	5,648	1.17							
,	Pre-Ordering Pre-Ordering			REQUEST	Diagnostic	N/A		1,077	2.11							
July 2017			Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2272.47 690.78	1,077								
July 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A		1,191	0.00							
July 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2963.25 3343.08		2.75							
July 2017			Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	3343.08 7778.56	6,429	0.52							
July 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic			13,184								
July 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11121.64	6,429								
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	228.90	1,090								
July 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	791.20	1,978	0.40							
July 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1248.00	960								
July 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2268.10	1,978								
July 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2236.00	3,440								
July 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	50227.52	2,638	19.04							
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	52463.52	3,440								
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8737.47	4,623								
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8418.18	4,866								
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67725.40	6,982								
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26144.10	6,315	4.14							
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								
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3925.64	782								
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15014.61	4,797								
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3716.12	3,046								
July 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5715.92	1,652								
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,121	2,635								
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	70								
July 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	442								
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,121	2,132								
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33								
July 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	367	98.37%							
July 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3:29	1	3:29							
July 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:55	307								
July 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32								
July 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	350	359	97.49%							
July 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,931	1,965	0.00.00.10							
July 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16	16								
July 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	116	120								
July 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	449	449								
July 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
July 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13								
July 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	22		41.91%	4	80	5.00%	21.79%	-3.378714	-3.05411
June 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,356	1,357	99.93%							
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								
June 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,702	2,706		3.84%	63,779	64,566	98.78%	10.97%	-4.974524	-4.02429
June 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	8,848	8,848								
June 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							
June 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,753,640	3,491,456	1.08							
June 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5321.72	30,635	0.17							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
June 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
June 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	9	88.89%	31.43%	5	9	55.56%	49.69%	-1.423025	-1.86513
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%		
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		49.72%	4	8	50.00%	50.00%	-0.270604	-1.16451
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	
lune 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%		Ü	10				200
				Business	Parity	N/A			33.33%	47.14%	393	684	57.46%	49.44%	1.111736	-0.32411
lune 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours													

Month June 2017	PID Category  Maintenance and Repair	PID MR-6D	PID Title  Mean Time to Restore Interval Zone 1	Product Category  LIS Trunk	Standard	N/A	CLEC Numerator 283:30	CLEC Denominator	CLEC Result  CL	EC Standard Deviation	CTL-Q Numerator CT 195:23	L-Q Denominator	CTL-Q Result  CTI 195:23	-Q Standard Deviation 0:00	rwodined Z Scoré	Parity Score
une 2017 une 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	283:30 56:34	2	141:45	102:37	195:23	1	195:23	0:00		
ine 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						
ine 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	-1.2457
ine 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	-4.7831
ine 2017	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Canable	Parity	N/A	14:21	3	4:47	4:10	31:35	9	3:31	2:14	0.809896	-0.50761
une 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:32	1	2:32	0:00	01.00		0.01	2.14	0.000000	0.00701
une 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:46	3	9:55	7:56	27243:33	837	32:33	30:59	-1 262309	-1 76742
une 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	9	0.00%	0.00%	1	10	10.00%	30.00%	-0.725476	-1.441058
lune 2017	Maintenance and Repair	MR-7D	Renair Reneat Renort Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%		1	0.00%	0.00%	0.720470	1.441000
lune 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%			0.0070	0.0070		
lune 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	- 1	18	5.56%	22.91%						
June 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	- 4	38	10.53%	30.69%	- 1	10	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%	-0.642908	-1.39086
June 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	2	10	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	-0.202307	-1.123380
June 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	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%	10	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%	0.5576	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 June 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		1,885	0.27%	5.14%	20	2,536	0.00%	0.0476	-1.200001	-1.770938
June 2017 June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	13 720	0.27%	3.72%	0	981	0.00%			
June 2017 June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4.379	0.14%	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		N/A	0	20	0.00%	0.2170	20	2,529	0.79%	8.86%	-0.397712	-1.241792
June 2017 June 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity Parity	N/A	67	22.268	0.00%	5.48%	4.430	459.851	0.79%	9.77%	-0.397712 -9.884404	-7.009291
June 2017 June 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6/	22,268	0.30%	0.08%	4,430	409,651	0.90%	9.77%	-9.004404	-7.009291
June 2017 June 2017	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Orc WITGSR excl	LIS Trunk	Parity	N/A	0	13,087	0.00%	0.08%						-2.99394
June 2017 June 2017	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc WI TGSR excl	LIS Trunk	Diagnostic	N/A	5	33,744	0.00%	0.02%			-			-2.992648
June 2017 June 2017		NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Orc W/o TGSR excl	LIS Trunk		N/A	5	13,087	0.01%							
June 2017 June 2017	Network Performance Ordering and Provisioning	NI-1D ΩP-15Δ	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Parity	N/A	134	13,087	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	134	9	2.00	0.00	330	2	165.00	233.35	-0.698536	-1.42468
June 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date  Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2,350	12	195.83	63.45	39,934	278	143.65	200.85	0.889006	-0.459523
June 2017	Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed Fast Due Date  Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2,330	9	100.00%	0.00%	39,934	2/0	143.03	200.65	0.009000	-0.459525
June 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	9	9	0.00%	0.00%	4	2	50.00%	50.00%		-1.607957
June 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities  Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	132	278	47.48%	49.94%	-3.224962	-2.960637
June 2017	Ordering and Provisioning	OP-198-RD	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	- 1	12	100.00%	0.00%	132	2/0	47.40%	49.3476	-3.224902	-2.900037
June 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	5	100.00%							
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	90.00% N/A	5	5	100.00%	0.00%						
June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A 90.00%	126	153	100.00% 82.35%	0.00%						
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	126	153	96.30%	18.89%						
June 2017		OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	27	28	96.30%	10.09%						
June 2017 June 2017	Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable		90.00%	2/	28	100.00%							
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Benchmark	90.00% N/A	2	2	100.00%	0.00%						
June 2017 June 2017		OP-3E		Unbundled Loop - 2 Wire Non-Loaded	Parity	90.00%	18	18	100.00%	0.00%						
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas		Benchmark Benchmark	90.00%	18	18	100.00%							
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-4B	Interval Zone 2 Areas Dispatches outside MSAs	Unbundled Loop Analog Sub-Loop Unbundling	Benchmark	6.00	5	5	3.00							
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-4B OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	20	1	5.00							
June 2017 June 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	4	5.00	0.00	10		10.00	0.00		
		OP-4D OP-4D					-	88		0.00	10	1	10.00	0.00		
June 2017	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00 5.50	277		3.15 6.14							
June 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark		135	22								
June 2017	Ordering and Provisioning	OP-4E	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	131	28	4.68 4.80							
June 2017 June 2017	Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark Benchmark	6.00	24	16	4.80 3.63							
	Ordering and Provisioning			Unbundled Loop - 2 Wire Non-Loaded												
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 OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A N/A	1 168	1 172	100.00% 97.67%	0.00% 15.07%	2	3	66.67% 100.00%	47.14% 0.00%	-0.612372 -1.13016	-1.372296 -1.687088
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A					6	6	100.00%	0.00% 47 14%	-1.13016 -0.959403	
June 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A N/A	31	33	93.94%	23.86%	2	3				-1.583276
June 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity Benchmark	N/A 95.00%	7 799	33 7.806	90.91%	28.75%	1,820	1,939	93.86%	24.00%	0.426702	-0.740584
June 2017	Ordering and Provisioning	0. 00	Number Portability Timeliness without Loop Coord	L141		95.00% N/A	.,	.,,	99.91%							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic		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	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7985.52	7,394	1.08							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890	1.15							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14759.02	7,394	2.00							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2315.31	1,087	2.13							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							
		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															
June 2017 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 June 2017 June 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42	13,549	0.58							
June 2017 June 2017 June 2017 June 2017 June 2017 June 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability)													

Month	PID Category	PID	PID Title	Product Category						CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.95	1,995	0.41							
une 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1240.20	954	1.30							
une 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2310.23									
une 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2653.20	3,685								
lune 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40	2,780								
June 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55834.60	3,685								
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8374.95									
June 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7921.67	4,579								
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								
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								
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	49								
June 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	426	501	0010010							
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									
June 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,943	1,943								
June 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17								
June 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	154	160								
June 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	457									
June 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	INP	Benchmark	90.00%	407	437	100.00%							
June 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4								
		PO-9B				N/A	13	43		45.93%		69	1.45%	11.95%	-12.39609	-8.53628
June 2017	Pre-Ordering	PU-9B BI-2	Unbundled Loops	Unbundled Loops and Number Portability	Parity		1.714			45.93%	- 1	69	1.45%	11.95%	-12.39609	-8.53628
May 2017	Billing		Invoices Delivered within 10 Days		Parity by Design	N/A		1,718								
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								
May 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,014			0.00%	50,010	50,546	98.94%	10.24%	-5.521394	-4.35676
May 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383								
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								
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								
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								
May 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19			49 11%	0	15	60.00%	48 99%	-0 284255	-1 17281
May 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	19	32	0.00%	0.00%	14	19			1.281552	
May 2017 May 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		N/A	0	2	0.00%	0.00%	14	19	73.08%	44.03%	1.201002	-0.22087
		MR-5B MR-5B			Parity		0	2			13	18	70.000	44.79%	-0.421941	-1.25652
May 2017	Maintenance and Repair	MR-58	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5		71.43%	45.18%						
May 2017	Maintenance and Repair	IVII C OZC	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	11		49.79%	410					
May 2017	Maintenance and Repair	MR-5X MR-6B	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A N/A	1	1	100.00%	0.00%		4,409				
May 2017	Maintenance and Repair		Mean Time to Restore disp out MSA	Residence	Parity		142:25	1	142:25	0:00	26262:54	683	38:27			
May 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	21:04	1	21:04	0:00	31342:07	820	38:13			
May 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:43	7	4:58	3:05	75:47	11	6:53	5:36	-0.712428	-1.43312
May 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	1:09	1	1:09	0:00						
May 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:42	2	2:51	0:28		1	4:12			
May 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	57:27	10	0.10	3:03	4:12	1	4:12			
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		14	0.00			
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	-2.5809
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:44	2	5:22	1:22	73:34	16	4:36	5:02	0.565108	-0.65643
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	203:32	2	101:46	137:11						
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:38	7	4:05	4:19	73:34	16	4:36	5:02	-0.222394	-1.13520
May 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	70:28	10	7:03	5:42	32532:03	869				-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				-0.745356	
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			-0.252397	
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	. 0	1	0.00%	0.00%	- J			30.0070		
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%		4	0.00%	0.00%		
May 2017 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	1	0.00%			
May 2017 May 2017		MR-7D MR-7D			Parity	N/A N/A	0	10	0.0010	0.00% 36.31%	0	1 16	0.001		-0.261488	-1.15897
	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable			5				3					
May 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58	0.0010	25.34%	502					
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	6	19	31.58%	46.48%	-0.913874	-1.55559
May 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
	Detailed and a second Property	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	7	42.86%	49.49%	6	19	31.58%	46.48%	0.094262	-0.94269
May 2017 May 2017	Maintenance and Repair  Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A		10	10.00%	30.00%	109	931	11.71%	32.15%	-0.167081	-1.10157

	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator							FL-Q Standard Deviation M		
1ay 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	726	1.24%	11.06%	30	1,853	1.62%	12.62%	-0.68646	-1.41733
lay 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	70,960	0.00%	0.65%	0	56,209	0.00%			
lay 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	53	1.89%	13.61%	3,933	311,518	1.26%	11.17%	0.024854	-0.984
1ay 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	-1.6797
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	-0.9898
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	-1.16642
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	39	4,459	0.87%	9.31%	33	2,261	1.46%	11.99%	-1.889073	-2.14847
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		35	2,588	1.35%	11.55%	-0.521617	-1.31712
May 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	68	22,538	0.30%	5.48%	4,778	464,296	1.03%	10.09%	-10.566765	-7.42413
May 2017	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	604	703	85.92%	34.78%	1.071175	-0.34877
May 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	34,296	0.01%	0.16%						-2.97512
May 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,087	0.00%	0.05%						-2.98756
May 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	34,296	0.01%							
May 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,087	0.00%							
May 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6	1.00	0.00						
May 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2,086	12	173.83	63.45	38,495	291	132.29	190.42	0.792619	-0.51812
May 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	140	291	48.11%	49.96%	-3.268823	-2.9873
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	1	1	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	74	86.49%							
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	26	27	96.30%	18.89%	2	2	100.00%	0.00%	-1.48354	-1.90192
May 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	24	25	96.00%							
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	3.41							
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	87	19	4.58							
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	41	4.61							
May 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	4	3.00							
May 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	5	4.00							
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	14	14	100.00%	0.00%	2	2	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	117	117	100.00%	0.00%						
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	28	100.00%	0.00%	7	7	100.00%	0.00%		
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	44	46	95.65%	20.39%	1,829	1,950	93.79%	24.12%	-0.5161	-1.31376
May 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7.331	7.338	99.90%			,,,,				
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6919.85	19,771	0.35							
May 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15725.16	12.996	1.21							
May 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22645.01	19,771	1.15							
May 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.76	4,126	0.76							
May 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3596.20	4,126	0.70							
May 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appl. Scriedaler)	REQUEST	Diagnostic	N/A	755.94	1,758	0.43							
May 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.75	1,195	1.05							
May 2017 May 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2010 69	1,195	1.05							
May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)  Pre-Order Response Times (Facility Check)	REQUEST		N/A	3239.04	3,856	0.84							
May 2017 May 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic Diagnostic	N/A	3239.04 7994.79	3,856	2.11							
May 2017 May 2017	Pre-Ordering Pre-Ordering		· · · · · · · · · · · · · · · · · · ·	TOTAL		N/A	11233.83	3,789	2.11							
			Pre-Order Response Times (Facility Check)		Diagnostic											
May 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8333.16	7,788	1.07							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7,788	1.90							
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							
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	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3654.56	6,526	0.56							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7429.38	13,034	0.57							
May 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11083.94	6,526	1.70							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	272.75	1,091	0.25							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.58	1,938	0.41							
May 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1245.87	981	1.27							
May 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2313.20	1,938	1.19							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539	0.72							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766	19.04							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55212.72	3,539	15.60							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8393.45	4,537	1.85							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7748.67	4,479	1.73							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68673.36	6,979	9.84							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26253.76	6,311	4.16							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46869.96	3,477	13.48							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3949.84	776	5.09							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15375.15	4,881	3.15							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3816.34	3,154	1.21							
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5612.12	1,622	3.46							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2.078	2,591	80.20%					$\overline{}$	$\rightarrow$	
.,	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	59	59.32%							
1pv 2017	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	471	78.34%							
		PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2.078	2.085	99.66%							
May 2017	Pre-Ordering		/ III / IIII / III					2,085	99.06%							
May 2017 May 2017	Pre-Ordering		All Flow through Eligible I SDe	Possilo Aggregato W/O LINE D DOTO												
May 2017 May 2017 May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35		0.1.000.70							
May 2017 May 2017 May 2017 May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	369	100.00%							
lay 2017 lay 2017 lay 2017	Pre-Ordering	PO-2B							0.1.000.70							

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 Sc
ay 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	398	398	100.00%							
ay 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,871	1,871	100.00%							
y 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							
y 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	153	154	99.35%							
/ 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	453	453	100.00%							
y 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13	100.00%							
y 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	15	20.00%	40.00%	5	69	7.25%	25.93%	-1.726785	-2.04
ril 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,481	1,485	99.73%							
il 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,646,953	1,647,293	99.98%							
il 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,559	2,559	100.00%							
ril 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,027	3,029	99.93%	2.57%	52,901	53,379	99.10%	9.42%	-4.713916	-3.86
il 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,559	2,559	100.00%							
il 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,035,607	2,803,161	1.08							
il 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5182.71	26,034	0.20							
il 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
il 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,036	27,360	98.82%							
2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400	100.00%							
2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125	100.00%							
2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	-1,440	-1,440	100.00%							
2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	1	1	100.00%							
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	9	77.78%	41.57%	5	13	38.46%	48.65%	-1.863661	-2.
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%							
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	21	34	61.76%							
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	16	24	66.67%	47.14%	5	15	33.33%	47.14%	-2.148345	-2
2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	9	10	90.00%	30.00%	1.690622	2 0
2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	9	10	90.00%	30.00%	0.931397	-0
2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	20	21	95.24%	21.30%	448	716	62.57%	48.39%	-3.049054	-2.
2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	2.338	4.309	54.26%	49.82%	-1.298181	-1.
2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	26:23	2	13:11	10:36	34254:09	729	46:59	139:07	-0.343102	-1.
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:51	9	2:32	1:06	59:54	11			-3.448804	
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:48	4	3:12	2:19	00.04		U.E.	1.00	0.440004	-
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	175:20	34	5:09	4:20						-
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	133:05	24	5:33	8:43	69:26	13	5:20	1:45	-0.281926	-1
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1			N/A	387:19	60	6:27	7:19	114458:15	3,510			-3.774848	
2017		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog  Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:26	00	5:13	1:32	24:56	3,310	3:34		0.658838	
2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2  Mean Time to Restore Interval Zone 2		Parity			2				/				
	Maintenance and Repair			LIS Trunk	Parity	N/A N/A	2:38	1	2:38	0:00	4:30	2	2:15		-0.709523	
2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity		12:50	4	3:13	1:51	24:56	7	3:34		-0.147714	
2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	18:13	6	3:02	1:33	34869:13	759			-0.766721	
2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%		0.430727	
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	9	11.11%	31.43%	4	15	26.67%	44.22%	-0.83428	-1.
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%						
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	34	2.94%	16.90%						
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	1	24	4.17%	19.98%	4	15			-1.545847	
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	60	13.33%	33.99%	464	3,845		32.58%	0.147764	
2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	3	10	30.00%	45.83%	-0.845154	-1
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%	0.00%		
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	30.00%		-1.106567	-1
2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	102	826	12.35%	32.90%	-0.916083	-1
2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,315	0.84%	9.11%	23	2,311	1.00%	9.93%	-0.462955	i -1
2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	70,432	0.00%	0.38%	4	56,425	0.01%	0.84%	-1.191819	-1
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	
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
2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	2,003	0.20%	4.46%	0	912				
2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	34	14,115	0.24%	4.90%	0	912	0.00%			
2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	28	4,514	0.62%	7.85%	25	2,361			-1.687065	-2
2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		25	2,628	0.95%	9.71%	-0.436618	
2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	66	22.749	0.29%	5.38%	4.671	468.461	1.00%		-10.480798	
2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	4	33,576	0.01%	0.14%	,,011	.50,401		0.0470		-2
2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	- 1	12 967	0.01%	0.05%						-2
2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	- 11	33.960	0.03%	0.0070						-
2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	13 087	0.03%							-
2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1.892	13,067	86.00	86.93	36.629	302	121.29	184.78	-0.864812	-1
2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed Past Due Date  Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1,092	22	0.00%	0.00%	30,629	302			-0.004012 -4.649963	
2017	Ordering and Provisioning	OP-15B-RD	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	0	22	100.00%	0.00%	100	302	100.00%	1010070	~4.048903	3
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%		-
	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	Benchmark Parity	90.00% N/A	83	96	100.00%	0.00%			100.00%	0.00%		-
2017		OP-3D				N/A 90.00%				0.00%	- 1	1	100.00%	0.00%		-
2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark		13	16	81.25%							-
2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							-
2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						-
2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10	100.00%							
2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	1	1	100.00%	0.00%	0	
2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	397	105	3.78							
2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	55	12	4.58							
I 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	132	26	5.08							
I 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	13	3	4.33							
2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	6	2.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	17	3	5.67							-

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	13	3	4.33							
pril 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%		
pril 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%	6	6	100.00%	0.00%	-0.574733	-1.34941
pril 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	15	16	93.75%	24.21%	1	2	50.00%	50.00%	-1.166667	-1.70928
pril 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	-0.80421
April 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,952	4,964	99.76%							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6935.60	19,816	0.35							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15437.18	12,758	1.21							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22372.78	19,816								
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.96	4.182								
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3800.82	4,182								
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scriedaler)	REQUEST	Diagnostic	N/A	762.82	1,774								
April 2017		PO-1-IMA GUI		RESPONSE		N/A	1213.38	1,774	1.07							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A		1,100								
April 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)		Diagnostic		1976.20	1,774								
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3337.66	3,881	0.86							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7926.68	3,739								
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11264.34	3,881	2.90							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8015.72	7,562	1.06							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6372.60	5,590	1.14							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14388.32	7,562	1.90							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2171.19	1,029	2.11							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.76	1,194	0.54							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2815.95	1,029	2.74							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3576.72	6,387	0.56							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7980.80	13,760	0.58							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11557.52	6,387	1.81							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	245.04	1.021	0.24							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	803.19	1,959								
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	-	N/A	1160.46	921	1.26							
	-		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2208.69	1,959								
April 2017 April 2017	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (11 Reservation)	REQUEST	Diagnostic Diagnostic	N/A	2507.01	3.531	1.13 0.71							
	Pre-Ordering															
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52012.08	2,726	19.08							
April 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54519.09	3,531	15.44							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8412.78	4,523								
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7846.64	4,562								
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68643.84	6,976								
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26307.84	6,324	4.16							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46802.56	3,472	13.48							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3944.75	775	5.09							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15057.00	4,780	3.15							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3,156	1.20							
April 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5676.92	1,636	3.47							
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,199	2,774								
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	97								
April 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	537								
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,199	2,208								
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,100	2,200	100.00%							
April 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	435	437								
April 2017 April 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:06	437	8:02							
	-				-			-	0.00							
April 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	169:06	222								
April 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	573	573								
April 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	435	435								
April 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,985	1,985								
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%	19.00%	-7.092773	-5.312
April 2017	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%			