

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

# Washington May 2017 - May 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.

June 12, 2018

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior	CTL-Q Numerator CT	L-Q Denominator	CTL-Q Result CTL	-Q Standard Deviatior	Modified Z Score	Parity Score
May 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,796	1,797	99.94%							
ay 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,040,776	1,041,011	99.98%							
lay 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,751	4,751	100.00%							
lay 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,205	2,206	99.95%	2.13%	48,857	51,128	95.56%	20.60%	-9.813417	-6.96613
lay 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,751	4,751	99.99%							
lay 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,308,660	3,229,571	1.02							
lay 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2199.74	22,965	0.10							
/lay 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
May 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
May 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
May 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	2	5	40.00%	48.99%	-0.243975	-1.14832
May 2018	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 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	6	50.00%							
May 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	19	26.32%							
May 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	28	67.86%	46.70%	2	6	50.00%	50.00%	-0 793884	-1.48264
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13	20	50.00%	50.00%	0	12	66.67%	47.14%	-0.264741	-1.16095
May 2018 May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1		60.00%	48.99%	0	12	66.67%	47.14%	-0.267259	-1.16248
							3				8					
/ay 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	5	100.00%	0.00%	378	553	68.35%	46.51%	-1.51462	
/ay 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%	1,843	2,972	62.01%	48.54%	-0.294021	-1.17875
May 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	22:56	1	22:56	0:00	48434:05	1,653	29:18	28:42	-0.221807	-1.13484
May 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	19:40	1	19:40	0:00	57354:28	2,047	28:01	27:47	-0.30057	-1.18273
May 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	24:57	1	24:57	0:00	22169:00	734	30:12	27:43	-0.189395	-1.11514
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:18	2	3:39	1:52	54:12	5	10:50	11:51	-0.725277	-1.44093
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:46	1	0:46	0:00						
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	24:38	6	4:06	1:38						
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	169:15	19	8:54	9:37						
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	102:31	28	3:40	2:32	55:59	6	9:20	11:13	-1.122737	-1.68257
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	158:38	32	4:57	4:43	58972:59	2,145	27:30	28:17	-4.475007	-3.72061
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6:56	2	3:28	1:19	32:42	10	3:16	1:54	0.321278	-0.80467
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18:53	5	3:47	2:09	32:42	10	3:16	1:54	0.559237	-0.66000
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	42:31	7	6:04	4:56	22692:47	771	29:26	27:27	-2.241938	-2.36300
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	42.01	988	0.40%	6.35%	17	2,037	0.83%	9.10%	-1.218344	-2.30300
May 2018 May 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk		N/A	4	65.512	0.00%	0.39%	17	52.058	0.00%	0.44%	-0.153302	-1.09320
		MR-8			Parity		1				1					
May 2018	Maintenance and Repair		Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14.14%	2,601	268,794	0.97%	9.79%	0.307822	-0.81285
May 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	230	0.87%	9.28%	18	2,339	0.77%	8.74%	-0.116328	-1.07072
May 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	1,434	0.42%	6.45%	0	932	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	11,825	0.16%	4.01%	0	932	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	33	3,834	0.86%	9.24%	18	2,089	0.86%	9.24%	-0.003726	-1.00226
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	15	0.00%		18	2,330	0.77%	8.76%	-0.340639	
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	39	19,780	0.20%	4.44%	3,256	409,401	0.80%	8.88%	-9.249876	-6.62352
May 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,605	1,800	89.17%	31.08%	-0.348465	-1.21185
May 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	31,656	0.01%	0.06%						-2.98103
May 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,015	0.01%	0.10%						-2.9724
May 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	31,656	0.01%							
May 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13.015	0.01%							
May 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	6	4.00	0.00						
May 2018	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 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%	0.0070						
May 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	660	661	99.85%	3.89%	-0.038896	-1.02364
vlay 2018 Vlav 2018	Ordering and Provisioning Ordering and Provisioning	OP-3C OP-3D	Interval Zone 1 Areas		Benchmark	N/A 90.00%	2	1	100.00%	0.00%	000	661	39.00%	3.09%	-0.036896	-1.02364
		OP-3D OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	90.00% N/A	2	2	100.00%	0.00%			100.00%	0.00%		
May 2018	Ordering and Provisioning						3			0.00%	1	1	100.00%	0.00%		
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	65	67	97.01%							
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	41	49	83.67%	36.96%	0	1	0.00%	0.00%		
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	17	17	100.00%							
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
May 2018	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%		
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	9	88.89%							
May 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	2	1.50							
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	1	5.00	0.00						
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	108	36	3.00							
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	86	13	6.62							
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	126	27	4.67							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	31	9	3.44							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
May 2018	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	2	2	100.00%							
May 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,722	3,733	99.71%							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6811.70	19.462	0.35							
/ay 2018 /av 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12,830	1.30							
/lay 2018 /lay 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A N/A	23490.70	12,830	1.30							
/ay 2018 /av 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI		REQUEST		N/A N/A	3934.40	4,918	0.80							
			Pre-Order Response Times (Appt. Scheduler)		Diagnostic											
lay 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4619.35	4,918	0.94							
lay 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	946.00	1,892	0.50							
May 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1404.91	1,391	1.01							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2350.91	1,892	1.24							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3068.44	3,742	0.82							
May 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6548.40	3,852	1.70							
			Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	9616.84	3,742	2.57							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark			CLEC Result	CLEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	t CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8209.70	.,	1.06							
May 2018	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	6303.00	5,730	1.10							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14512.70		1.87							
May 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2592.34									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	621.40									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3213.74		2.81							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4105.02	6,621	0.62							
May 2018	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	8600.96	13,439	0.64							
May 2018 May 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	TOTAL ACCEPT	Diagnostic	N/A N/A	12705.98	6,621	1.92							
May 2018 May 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic Diagnostic	N/A N/A	1/4.45	1,163	0.15							
May 2018 May 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1249.30	1,937	1.30							
May 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2237.29		1.30							
May 2018 May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2208.60	.,	0.60							
May 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55215.06	2.903	19.02						<u> </u>	
May 2018 May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	57423.66		15.60							
May 2018 May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8142.30		1.66							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8622.57	4,611	1.87							
May 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66699.75	6,841	9.75							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25006.80	6.412	3.90							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48558.43									
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Neet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4171.50									
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18618.40						-			
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3582.00	3.582	1.00				-			
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5854.32		3.46				-			
May 2018	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1.831	2.365					-		·	
May 2018 May 2018	Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,031	42	45.24%							
May 2018	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	298									
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1.831	1.874	97.71%				-			
May 2018	Pre-Ordering Pre-Ordering	PO-28	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,031		90.48%							
May 2018 May 2018	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	298		98.68%							
May 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:30		1:26				-			
May 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	18						-			
May 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	300									
May 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,662									
May 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%				-			
May 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	206		100.0070							
May 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	450									
May 2018	Pre-Ordering Pre-Ordering	PO-5C-(c)	FOCs on Time for Electronic Manual LSRs	INP	Benchmark	90.00%	400	430	100.00%							
May 2018 May 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14								
May 2018	Pre-Ordering Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0			0.00%	5	38	3 13.16	% 33.80%	0.934931	1 -0.431602
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,486			0.0070	0		10.10	00.0070	0.004001	0.401002
April 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	919.754		100.00%				-			
April 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	1 -2.87075
April 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,203	5,203	99.99%	0.1070	40,200	40,000	00.20	0.0070	0.07711	2.01010
April 2018	Database Undates	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 - LSB	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	XMI	Diagnostic	N/A	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		100.00%				-			
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,000		100.0070				-			
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-54	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	5 46.67	% 49.89%	0.058236	6 -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			1	10	-0.07	40.0870	0.000200	2.004050
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								
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21			48.10%	7	14	\$ 50.00	% 50.00%	-0.855068	8 -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				
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		43.30%	4	10	40.00	% 48.99%	-1.207615	5 -1.734178
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5			37.27%	461	624				
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				
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				
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				
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				
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				
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			4.0	4.44		
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	-	3:15	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			2:43	64:22	14	4:3	36 4:30	-0.438124	4 -1.266361
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	208:36			3:29	70618:49					
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:00:00		2:22	0:00	48:06	2,000				
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	5:56		5:56	0:00	-10.00		5.2	2.33	0.000000	
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:23			4:04	51:05	10	5:0	06 2:51	-0.452933	3 -1.275364
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	279:59			38:39	15674:33	563				
April 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	231	2,098				
April 2018	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	2,030				
April 2018	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	4				
April 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	6		0.00%	1	16				6 -1.327908
April 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%			. 0.23	24.2170	0.00000	1.021 000
			ropan ropat roput rate-zure i	STADGLED LOOF - ADOL COMPATIBLE	· cirry		0	2	0.00%	0.00%						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLE	EC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
April 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	3	0.00%	0.00%						
pril 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	33	9.09%	28.75%	1	16	6.25%	24.21%	-0.266691	-1.1621
pril 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	5	40	12.50%	33.07%	323	2,904	11.12%	31.44%	0.08737	-0.9468
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	10	0.00%	0.00%		
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
pril 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%	0	10	0.00%	0.00%	1.506776	-0.0839
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	9	0.00%	0.00%	62	618	10.03%	30.04%	-0.994581	-1.6046
pril 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	-1.7036
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	-0.8391
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	-1.2109
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	-1.3860
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		26	2.361	1.10%			
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	-6.5422
April 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A		1	100.00%	0.00%	1.810	2.098	86.27%			
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%	.,					-2.8949
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%						-2.9393
April 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11		0.04%	0.1070						2.0000
April 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	13.015	0.04%							
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						
		OP-15A OP-15B-RD	Pending Orders Delayed for Facilities		Parity	N/A	440			0.00%						
April 2018	Ordering and Provisioning	OP-15B-RD OP-3B		Unbundled Loop - 2 Wire Non-Loaded		N/A 90.00%	4	4		0.00%						
April 2018	Ordering and Provisioning		Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark		2	2	100.00%							
April 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A N/A	1	1	100.00%	0.00%	603	606	99.50%		-0.070476	-1.0428
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	1673	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		94.94%	21.92%	5	5	100.00%	0.00%	-0.767808	-1.4667
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	22	22								
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	-1.4595
April 2018	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	-	2.50							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	248		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-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	7	7	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	0	1	0.00%	0.00%	1,323	1,457	90.80%	28.90%	1.324958	-0.1944
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2		0.00%	9	9	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	60	69	86.96%	33.68%	1	1	100.00%	0.00%	-1.13317	-1.6889
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	80	83	96.39%	18.66%	9	9	100.00%	0.00%	-0.61782	-1.3756
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	22	23	95.65%	20.39%	1,103	1,193	92.46%	26.41%	-0.574884	-1.3495
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	INP	Benchmark	95.00%	1.939		99.90%		.,	.,				
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	7005.24	19.459	0.36							
April 2018	Pre-Ordering		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		Pre-Order Response Times (Appt. Scheduler)	REQUEST		N/A			0.82							
							4025 38	4 909								
				ΤΟΤΑΙ	Diagnostic	NI/A	4025.38	4,909	0.02							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4637.55	4,909	0.94							
April 2018 April 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic Diagnostic	N/A	4637.55 754.00	4,909	0.94							
April 2018 April 2018 April 2018	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic Diagnostic Diagnostic	N/A N/A	4637.55 754.00 1344.72	4,909 1,885 1,293	0.94 0.40 1.04							
April 2018 April 2018 April 2018 April 2018	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	4637.55 754.00 1344.72 2098.72	4,909 1,885 1,293 1,885	0.94 0.40 1.04 1.11							
April 2018 April 2018 April 2018 April 2018 April 2018 April 2018	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (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)	REQUEST RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	4637.55 754.00 1344.72 2098.72 3175.60	4,909 1,885 1,293 1,885 3,736	0.94 0.40 1.04 1.11 0.85							
April 2018 April 2018 April 2018 April 2018 April 2018 April 2018	Pre-Ordering           Pre-Ordering           Pre-Ordering           Pre-Ordering           Pre-Ordering           Pre-Ordering           Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	4637.55 754.00 1344.72 2098.72 3175.60 7296.00	4,909 1,885 1,293 1,885 3,736 3,840	0.94 0.40 1.04 1.11 0.85 1.90							
April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	4637.55 754.00 1344.72 2098.72 3175.60 7296.00 10471.60	4,909 1,885 1,293 1,885 3,736 3,840 3,736	0.94 0.40 1.04 1.11 0.85 1.90 2.80							
April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	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 (Facility Check)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	4637.55 754.00 1344.72 2098.72 3175.60 7296.00 10471.60 8281.80	4,909 1,885 1,293 1,885 3,736 3,840 3,736 7,740	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07							
April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018 April 2018	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gacility Check) Pre-Order Response Times (Gaci CSR) Pre-Order Response Times (Gaci CSR)	REOUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A	4637.55 754.00 1344.72 2098.72 3175.60 7296.00 10471.60 8281.80 6344.76	4,909 1,885 1,293 1,885 3,736 3,840 3,736 7,740 5,716	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11							
April 2018 April 2018	Pre-Ordering         Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	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 (Gacility Check) Pre-Order Response Times (Gaci CSR) Pre-Order Response Times (Gaci CSR) Pre-Order Response Times (Gaci CSR)	REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	4637.55 754.00 1344.72 2098.72 3175.60 7296.00 10471.60 8281.80 6344.76 14626.56	4,909 1,885 1,203 1,885 3,736 3,840 3,736 7,740 5,716 7,740	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt, Scheduler) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR)	REDUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RECUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A	4637.55 754.00 1344.72 2098.72 3175.60 7296.00 10471.60 8281.80 6344.76 14626.56 2628.24	4,909 1,885 1,293 1,885 3,736 3,840 3,3736 7,740 5,716 7,740 1,128	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI PO-1-IMA GUI	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 (Gaci SR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	4637.55 754.00 1344.72 2098.72 3175.60 7296.00 10471.60 8281.80 6344.76 14626.56 2628.24 662.48	1,885 1,293 1,885 3,736 3,840 3,736 7,740 5,716 7,740 1,128 1,183	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI PO-1-IMA GUI	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 (Gac (SR) Pre-Order Response Times (Gac (SR) Pre-Order Response Times (Mest Point Inquiry) Pre-Order Response Times (Mest Point Inquiry) Pre-Order Response Times (Mest Point Inquiry) Pre-Order Response Times (Mest Point Inquiry)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	4637.55 754.00 1344.72 2098.72 3175.60 7296.00 10471.60 8281.80 6344.76 14626.56 2628.24 662.48 3290.72	4,909 1,885 1,233 1,885 3,736 3,840 3,736 7,740 5,716 7,740 1,128 1,183 1,128	0.94 0.40 1.04 1.04 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92							
April 2018 April 2018	Pre-Ordering         Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt, Scheduler) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Gability Check) Pre-Order Response Times (Gab CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	4637.55 754.00 1344.72 2008.72 3175.60 7296.00 10471.60 6344.76 14628.56 2628.24 662.48 3290.72 4022.95	4,909 1,885 3,1293 1,885 3,736 3,736 3,740 5,716 7,740 5,716 7,740 1,128 1,183 1,128 1,183 5,555	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61							
April 2018 April 2018	Pre-Ordering         Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	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 (Gality Check) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	4637.55 7754.00 1344.72 2098.72 3175.60 7226.00 10471.60 6344.76 14626.56 2628.24 662.48 3290.72 4002.95 8770.80	4,909 1,885 3,1293 1,885 3,376 3,380 3,7760 5,7760 5,7760 1,128 1,183 1,128 6,5955 3,1322	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 2.92 0.61 0.65							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt, Scheduler) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Assignment) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Fability Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (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)	REDUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	4637.55 7754.00 1344.72 20208.72 3175.60 7296.00 10471.60 63244.76 10472.65 2628.24 662.48 3220.72 44022.95 8730.80 127753.75	4,909 1,885 1,233 1,885 3,736 3,840 3,746 7,740 1,742 1,128 1,129 1,128 1,129	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.85 1.93							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (April: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat (SK) Pre-Order Response Times (Gat (SK) Pre-Order Response Times (Gat (SK) Pre-Order Response Times (Gat (SK) 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 (Service Availability)	REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REQUEST REQUEST REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RECONSE TOTAL ACCEPT	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	4637.55 7754.00 1344.72 2008.72 3175.60 7226.00 10471.60 6221.80 6344.76 14626.56 2622.82 662.48 3290.72 4022.95 6730.80 12753.75 204.30	4,969 1,283 1,283 1,855 3,726 3,740 7,740 7,740 7,740 1,128 1,	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI PO-1-IMA GUI	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 (Gac (SR) Pre-Order Response Times (Gac (SR) Pre-Order Response Times (Mest Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (IN Reservation)	REOUEST           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           REQUEST           REQUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           RESPONSE           RESPONSE           TOTAL           RESPONSE           REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	4637.55 7754.00 1344.72 2008.72 7296.00 7296.00 10471.60 8281.80 6344.75 14626.56 2682.84 3290.72 462.48 3290.75 8730.80 112753.75 204.30 789.66	4,909 1,885 1,283 3,736 3,736 7,740 1,740 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,125 1,422 6,595 1,135	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.18 0.41							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI	Pre-Order Response Times (April: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat (SK) Pre-Order Response Times (Gat (SK) Pre-Order Response Times (Gat (SK) Pre-Order Response Times (Gat (SK) 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 (Service Availability)	REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REQUEST REQUEST REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RECONSE TOTAL ACCEPT	Diagnostic Diagnostic	N/A	4637.55 7754.00 1344.72 2008.72 3175.60 7226.00 10471.60 6221.80 6344.76 14626.56 2622.82 662.48 3290.72 4022.95 6730.80 12753.75 204.30	4,969 1,283 1,283 1,855 3,726 3,740 7,740 7,740 7,740 1,128 1,	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18							
April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI	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 (Gac (SR) Pre-Order Response Times (Gac (SR) Pre-Order Response Times (Mest Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (IN Reservation)	REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL TOTAL TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL RESPONSE	Diagnostic Diagnostic	NA	4637.55 7754.00 1344.72 2008.72 7296.00 7296.00 10471.60 8281.80 6344.75 14626.56 2682.84 3290.72 462.48 3290.75 8730.80 112753.75 204.30 789.66	4,009 4,009 1,283 3,736 3,746 3,740 7,740 5,774 1,128 1,128 1,128 5,555 1,128 5,13,432 5,555 1,135 5,14,52 1,1926 1,1926	0.94 0.40 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.56 0.65 1.93 0.19 0.19 0.18 0.41 1.28							
April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt, Scheduler) Pre-Order Response Times (Appt, Scheduler) Pre-Order Response Times (Faility Assignment) Pre-Order Response Times (Faility Assignment) Pre-Order Response Times (Faility Check) Pre-Order Response Times (Faility Check) Pre-Order Response Times (Gaility Check) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (I'N Reservation) Pre-Order Response Times (I'N Reservation) Pre-Order Response Times (I'N Reservation) Pre-Order Response Times (I'N Reservation)	REQUEST           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           REQUEST           REQUEST           REQUEST           TOTAL           ACCEPT           REQUEST           RESPONSE	Diagnostic Diagnostic	NA NA NA NA NA NA NA NA NA NA NA NA NA N	4637.55 7754.00 1344.72 2098.72 3175.60 7226.00 10471.60 6324.90 6344.76 2628.24 662.48 3300.72 4022.95 8730.80 12753.75 204.30 12753.75 204.30	4,909 1,885 1,233 1,885 3,736 3,746 7,740 1,128 1,183 1,128 6,595 11,135 1,135	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 0.65 1.93 0.18 0.41 1.28							
April 2018 April 2018	Pie-Ordening         Pie-Ordening	PO-1-IMA GUI PO-1-IMA GUI	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 (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Time Service) Pre-Order Response Times (Tim Reservation) Pre-Order Response Times (Tim Reservation) Pre-Order Response Times (Tim Reservation) Pre-Order Response Times (Tim Reservation)	REQUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL ACCEPT REOUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL TOTAL TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL COUEST RESPONSE TOTAL RESPONSE	Diagnostic Diagnostic	NA	4837.55 774.00 1344.72 2008.72 3175.60 7206.00 10471.60 8231.80 6344.76 14626.56 2262.24 662.48 3290.72 4402255 8730.80 12733.75 204.30 7789.66 1244.16 2223.12	4,009 4,009 1,283 3,736 3,746 3,740 7,740 5,774 1,128 1,128 1,128 5,555 1,128 5,13,432 5,555 1,135 5,14,52 1,1926 1,1926	0.94 0.40 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.56 0.65 1.93 0.19 0.19 0.18 0.41 1.28							
April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt, Scheduler) Pre-Order Response Times (Appt, Scheduler) Pre-Order Response Times (Faility Assignment) Pre-Order Response Times (Faility Assignment) Pre-Order Response Times (Faility Check) Pre-Order Response Times (Faility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Time Searcia Availability) Pre-Order Response Times (Time Searcian) Pre-Order Response Times (Time Searcian) Pre-Order Response Times (Time Searcian) Pre-Order Response Times (Time Searcian) Pre-Order Response Times (Time Searcian)	REDUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Diagnostic Diagnostic	NA	4637.55 7754.00 1344.72 20208.72 3175.60 7296.00 10471.60 8281.80 6344.76 14626.84 2628.84 8220.72 44022.95 8730.80 12773.75 204.30 7789.66 1244.16 2238.12	4,969 4,969 1,283 1,885 3,736 3,740 3,740 7,740 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,125 1,3422 1,926 1,3452 1,926 1,927 1,926 1,927 1,926 1,927 1,926 1,927 1,926 1,927 1,927 1,926 1,927 1,926 1,927 1,927 1,926 1,927	0.94 0.40 1.04 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.28 0.41 1.28							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI	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 (Gatt CSR) Pre-Order Response Times (Gatt CSR) Pre-Order Response Times (Gatt CSR) Pre-Order Response Times (Gatt CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Revint Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (IN Reservation) Pre-Order Response Times Times (IN Reservation) Pre-Order Response Times Times (IN	REQUEST           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           ACCEPT           RESPONSE           TOTAL           ACCEPT           RESPONSE           TOTAL	Diagnostic Diagnostic	N/A	4837.55 784.00 1344.72 2008.72 3175.60 7208.00 10471.60 8281.80 6344.76 14626.56 2268.24 662.48 662.48 662.48 672.08 773.60 773.60 1273.75 204.30 779.66 1244.66 1243.81 2238.12 2238.12 2238.12 2238.12	4,969 4,969 1,283 1,885 3,736 3,740 3,740 7,740 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,125 1,3422 1,926 1,3452 1,927 1,926 3,673 2,2850 2,850	0.94 0.40 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.28 1.16 0.64 1.28 1.16							
April 2018 April 2018	Pie-Ordening         Pie-Ordening	PO-1-IMA GUI	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 (Gac (SR) Pre-Order Response Times (Gac (SR) Pre-Order Response Times (Gac (SR) Pre-Order Response Times (Gac (SR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Serice Availability) Pre-Order Response Times (Serice Availability) Pre-Order Response Times (Serice Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Dac Qual Tods) Pre-Order Response Times(Dac Qual Tods)	REGUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           REOUEST           REQUEST           RECUEST           REQUEST           REQUEST           REQUEST           REQUEST           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           ACCEPT           REQUEST           RESPONSE           TOTAL           REQUEST           REQUEST           REQUEST           REQUEST           REQUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE	Diagnostic Diagnostic	NA	4637.55 778.00 13347.72 2008.72 7296.00 7296.00 8231.80 6344.75 14626.56 2628.24 662.48 3200.72 2628.24 662.48 3200.72 24.30 789.66 12753.75 204.30 789.66 12753.75 204.30 789.66 1224.16 2238.12 245.25 25.45 21.25 25.45 21.05 5671.72	4,909 1,885 1,283 3,736 3,736 7,740 1,740 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,125 1,342 2,6505 1,342 2,6505 1,342 2,6505 1,342 2,6505 1,342 2,6505 1,342 2,6505 1,342 2,850 3,673 3,673 3,673 3,673	0.94 0.40 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.28 0.41 1.28 1.16 0.64 1.906 15.43							
April 2018         April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI	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 (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (IN Reservation) Pre-Order Response Times(Lop Qual Tods) Pre-Order Response Times(Lope Aual Tods) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Rotechuler XML)	REQUEST RESPONSE TOTAL RESUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL RESPONSE RESPONSE RESPONSE TOTAL RESPONSE TOTAL RESPONSE RESPONSE TOTAL RESPONSE RESPONSE TOTAL RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE R	Diagnostic Diagnostic	N/A	4837.55 784.00 1344.72 2008.72 3175.60 7266.00 10471.60 8281.80 6344.76 4626.55 2628.24 662.8	4,969 4,969 1,283 1,825 3,726 7,740 7,740 7,740 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,125 1,362 1,362 1,362 1,362 1,365 1,362 1,367 3,677 2,860 3,673 2,850 3,673 4,9000 4,9000 4,9000 4,9000 4,9000 4,9000 4,9000 4,9000 4	0.94 0.40 1.04 1.11 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.95 1.93 0.18 0.41 1.28 1.165 1.95 0.41 1.95 0.41 1.95 0.45 1.95 0.45 1.95 0.45 1.95 0.45 1.95 0.45 1.95 1.95 1.95 1.95 1.95 1.95 1.95 1.9							
April 2018 April 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI           PO-1-IMA GUI<	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 (Gat (CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Serice Availability) Pre-Order Response Times (CHE Availability) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (IN Reservation)	REQUEST           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           REQUEST           REQUEST           REQUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           ACCEPT           REQUEST           RESPONSE           TOTAL           ACCEPT           REQUEST           RESPONSE           TOTAL           ACCEPT           REQUEST           RESPONSE           TOTAL           XML RequestResponse           XML RequestResponse           XML RequestResponse	Diagnostic Diagnostic	N/A	4837.55 784.00 1344.72 2008.72 3175.60 7266.00 8221.80 6344.76 1462.85 662.48 3220.72 4402.25 8730.80 12753.75 204.30 789.66 1273.75 204.30 789.66 1274.16 2238.12 2238.12 2238.72 54321.00 56671.72 8183.00 8459.28	4,909 4,909 1,885 1,283 1,885 3,736 3,840 7,740 5,774 7,740 1,128 1,188 1,128 1,188 1,128 1,182 1,926 1,	0.94 0.40 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.18 0.18 0.41 1.28 1.16 0.64 15.43 1.67 1.88							
spril 2018	Pie-Ordering         Pie-Ordering	PO-1-IMA GUI           PO-1-IMA GUI<	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 (Gality Check) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Met Resource) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (IN RESERVATI) Pre-Order Response Times (IN RESERVATI)	REQUEST RESPONSE TOTAL REDUEST RESPONSE TOTAL REDUEST RESPONSE TOTAL REDUEST REDUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL XML RequeSTRESPONSE TOTAL XML RequeSTRESPONSE TOTAL XML RESPONSE TOTAL XML RESPONSE TOTAL XML RESPONSE TOTAL XML REQUESTRESPONSE TOTAL XML REQUESTRESPONSE TOTAL TOTAL XML REQUESTRESPONSE TOTAL T	Diagnostic Diagnostic	N/A	4837.55 774.00 1344.72 2008.72 3175.60 7256.00 8221.80 6344.76 14626.56 2283.24 662.48 3280.72 4402.25 8730.80 12753.75 204.30 778.66 1244.16 2238.12 2238.12 2238.12 2238.12 25432.100 56671.32 8459.28	4,969 4,969 1,283 1,825 3,736 3,740 3,740 7,740 1,740 1,128 1,133 1,128 6,595 1,135 1,	0.94 0.40 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.28 1.16 0.64 1.28 1.16 0.64 1.28 1.16 7.18 0.64 1.28 1.16 7.18 0.41 1.28 1.16 7.29 2.33 0.54 3.30 0.54 3.30 0.55 0.55 0.55 0.55 0.55 0.55 0.55							
spril 2018	Pie-Ordening         Pie-Ordening	PO-1-IMA GUI           PO-1-XML           PO-1-XML           PO-1-XML           PO-1-XML           PO-1-XML           PO-1-XML	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 (Gac CSR) Pre-Order Response Times (Gac CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (Lop Qual Tods) Pre-Order Response Times (Lop Caul Tods) Pre-Order Response Times (Reschadur XML) Pre-Order Response Times (Reschadur XML) Pre-Order Response Times (Gac CSR XML) Pre-Order Response Times (Gac CSR XML)	REDUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL XML RequestResponse XML RequestResponse XML RequestResponse XML RequestResponse XML RequestResponse XML RequestResponse XML RequestResponse	Diagnostic Diagnostic	N/A	4637.55 7754.00 11344.72 2008.72 7296.00 7296.00 8231.80 6344.75 14626.56 2682.84 3290.72 4622.85 8730.80 112753.75 204.30 789.66 122753.75 204.30 789.66 122753.75 204.30 204.40 204.	4,909 1,885 1,283 1,825 3,726 3,726 7,740 1,728 1,128 1,128 1,128 1,128 1,128 1,128 1,125 1,422 6,595 1,422 6,595 1,422 6,595 1,422 6,595 1,422 6,595 1,422 6,595 1,422 6,595 1,422 6,595 1,422 6,595 1,423 6,595 1,423 6,595 1,425 1,926 1,425 1,926 1,927 1,926 1,926 1,927 1,926 1,927 1,926 1,926 1,927 1,926 1,	0.94 0.40 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.28 0.41 1.28 1.92 0.41 1.28 1.92 0.65 1.93 0.18 0.41 1.28 1.92 0.41 1.90 0.65 1.93 0.18 0.44 1.90 0.65 1.93 0.18 0.19 0.19 0.19 0.19 0.19 0.19 0.19 0.19							
spin         2018	Pie-Ordering         Pie-Ordering           Pie-Ordering         Pie-Ordering	PO-1-IMA GUI           PO-1-XML           PO-1-XML	Pre-Order Response Times (April: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gatt (Check) Pre-Order Response Times (Gatt CSR) Pre-Order Response Times (Gatt CSR) Pre-Order Response Times (Gatt CSR) Pre-Order Response Times (Gatt CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Neterson availability) Pre-Order Response Times (Catt Nut) Pre-Order Response Ti	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL XML RequestResponse XML REQUEST RESPONSE TOTAL XML REQUESTRESPONSE TOTAL XML RESPONSE TOTAL XML RESPONSE	Diagnostic Diagnostic	N/A	4837.55 784.00 1344.72 2008.72 3175.60 7256.00 10471.60 6241.80 6344.76 4062.56 262.42 662.48 662.48 662.48 672.03 8730.80 12733.75 204.30 798.66 1244.16 2238.12 2236.12 54321.00 56671.72 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8133.00 8459.22 8453.02 84	4,969 4,969 1,283 3,736 3,740 3,740 7,740 5,716 7,740 1,128	0.94 0.40 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.65 0.65 0.65 0.65 1.93 0.18 0.41 1.28 1.16 0.64 1.906 1.5.43 1.67 1.86 1.906 1.5.43 1.67 1.86 1.906 1.5.43 1.67 1.86 1.906 1.5.43 1.67 1.86 1.906 1.5.43 1.67 1.5.43 1.67 1.5.43 1.67 1.5.43 1.67 1.5.43 1.67 1.5.43 1.5							
ypii 2018 tpii 2018	Pie-Ordering         Pie-Ordering           Pie-Ordering         Pie-Ordering	PO-1-IMA GUI           PO-1-XML           PO-1-XML           PO-1-XML           PO-1-XML           PO-1-XML      <	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 (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Int Reservation) Pre-Order Response Times (Int Response Times (	REDUEST           RESPONSE           TOTAL           REDUEST           RESPONSE           TOTAL           REDUEST           REQUEST           REQUEST           REQUEST           REQUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           REQUEST           REAUEST           RESPONSE           TOTAL           REQUEST           REQUEST           XML RequestResponse           XML RequestResponse	Diagnostic Diagnostic	N/A           N/A <td>4837.55 784.00 1344.72 2008.72 3175.60 7228.00 8221.80 6344.75 1462.85 62282.84 3220.72 4402.25 8720.80 12753.75 204.30 789.66 12243.16 2238.12 2238.12 2238.12 2238.72 5432100 56671.72 8183.00 8449.28 66416.76 24316.20</td> <td>4,909 4,909 1,885 1,283 1,885 3,736 3,840 7,740 5,716 7,740 1,128 1,183 1,128 5,595 1,1355 1,3422 5,595 1,926 3,673 3,673 3,673 3,673 3,639 4,900 4,548 3,639 3,633 5,350 3,633 3,633 3,530 3,530 3,531 3,531 3,531 3,533 3,534 3,534 3,535 3,535</td> <td>0.94 0.40 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.28 1.16 0.64 1.93 0.18 0.41 1.28 1.16 0.64 1.543 1.67 1.80 0.54 1.543 1.67 1.80 0.54 1.543 1.67 1.80 0.54 1.543 1.67 1.543 1.543 1.67 1.543 1.67 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.55 1.543 1.55 1.55 1.55 1.55 1.55 1.55 1.55 1.5</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	4837.55 784.00 1344.72 2008.72 3175.60 7228.00 8221.80 6344.75 1462.85 62282.84 3220.72 4402.25 8720.80 12753.75 204.30 789.66 12243.16 2238.12 2238.12 2238.12 2238.72 5432100 56671.72 8183.00 8449.28 66416.76 24316.20	4,909 4,909 1,885 1,283 1,885 3,736 3,840 7,740 5,716 7,740 1,128 1,183 1,128 5,595 1,1355 1,3422 5,595 1,926 3,673 3,673 3,673 3,673 3,639 4,900 4,548 3,639 3,633 5,350 3,633 3,633 3,530 3,530 3,531 3,531 3,531 3,533 3,534 3,534 3,535 3,535	0.94 0.40 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.28 1.16 0.64 1.93 0.18 0.41 1.28 1.16 0.64 1.543 1.67 1.80 0.54 1.543 1.67 1.80 0.54 1.543 1.67 1.80 0.54 1.543 1.67 1.543 1.543 1.67 1.543 1.67 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.543 1.55 1.55 1.543 1.55 1.55 1.55 1.55 1.55 1.55 1.55 1.5							
spini 2018         spini 2018	Pie-Ordering         Pie-Ordering           Pie-Ordering         Pie-Ordering	PO-1-IMA GUI           PO-1-XML	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 (Gacil CKR) Pre-Order Response Times (Gaci CKR) Pre-Order Response Times (Gaci CKR) Pre-Order Response Times (Gaci CKR) Pre-Order Response Times (Gaci CKR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Serko Availability) Pre-Order Response Times (Serko Availability) Pre-Order Response Times (Serko Availability) Pre-Order Response Times (IN Reservation) Pre-Order Response Times(Loop Qual Tods) Pre-Order Response Times (Loop Cual Tods) Pre-Order Response Times (Loop Cual Tods) Pre-Order Response Times (Meet Schudiet XML) Pre-Order Response Times (Meet Point Inquiry XML)	RESUBST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL XML RequestResponse XML RequestResponse	Diagnostic Diagnostic	N/A	4837.55 784.00 1344.72 2008.72 3175.60 7266.00 10471.60 8281.80 6344.76 4626.55 2628.24 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.85 8730.80 79.86 6612.23 81300 85671.22 813300 8459.22 813300 8149.22 8157.25 813300 8149.25 8157	4,969 4,969 1,283 1,283 3,766 3,766 7,740 5,716 7,740 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,125 1,362 1,362 1,362 1,362 1,365 1,	0.94 0.46 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.88 2.33 0.56 2.92 2.92 0.61 0.65 1.93 0.18 0.41 1.93 0.56 1.93 0.18 0.41 1.28 1.165 1.93 0.41 1.28 1.165 1.93 0.54 1.90 1.90 0.54 1.90 0.54 1.90 0.54 1.90 0.54 1.90 0.55 1.90							
April 2018         April 2018           April 2018         April 2018	Pie-Ordering         Pie-Ordering           Pie-Ordering         Pie-Ordering	PO-1-IMA GUI           PO-1-XML           PO-1-XML           PO-1-XML           PO-1-XML           PO-1-XML      <	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 (Galt (Chec) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Serice Availability) Pre-Order Response Times (Serice Availability) Pre-Order Response Times (Neter Availability) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (Arder Svildation XML) Pre-Order Response Times (Arder Svildation XML) Pre-Order Response Times (Arder Svildation XML) Pre-Order Response Times (Lop Quai Tods) Pre-Order Response Times (Lop Quai Tods) Pre-Order Response Times (Lop Quai Tods) Pre-Order Response Times (Lop Cast XML) Pre-Order Response Times (Lop Quai Tods) Pre-Order Response Times (Lop Quai Tods XML) Pre-Order Resp	REDUEST           RESPONSE           TOTAL           REDUEST           RESPONSE           TOTAL           REDUEST           REQUEST           REQUEST           REQUEST           REQUEST           RESPONSE           TOTAL           REQUEST           RESPONSE           TOTAL           RESPONSE           TOTAL           RESPONSE           TOTAL           REQUEST           REAUEST           RESPONSE           TOTAL           REQUEST           REQUEST           XML RequestResponse           XML RequestResponse	Diagnostic Diagnostic	N/A	4837.55 784.00 1344.72 2008.72 3175.60 7206.00 8221.80 6344.76 14626.55 2262.24 662.48 3290.72 44022.95 8730.80 12733.76 2743.00 788.66 12248.12 2238.12 2238.12 2238.12 2350.72 54321.00 8459.28 66416.76 24316.20 44531.80 8459.28	4,969 4,969 1,283 1,283 1,865 3,726 3,840 3,736 7,740 1,740 1,740 1,128 1,133 1,128 6,595 1,135 1,	0.94 0.40 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.89 2.33 0.56 2.92 0.61 0.65 1.93 0.18 0.41 1.28 1.16 0.64 1.28 1.16 0.64 1.28 1.16 1.28 1.16 7.188 9.72 3.80 1.5.43 1.67 1.86 9.72 3.80 1.67 1.86 9.72 3.80 1.07 1.86 1.67 1.86 1.67 1.86 1.67 1.86 1.67 1.86 1.67 1.86 1.67 1.86 1.67 1.86 1.67 1.88 1.67 1.88 1.90 1.90 1.90 1.90 1.90 1.90 1.90 1.90							
pri 2018 pri 2018	Pie-Ordering         Pie-Ordering           Pie-Ordering         Pie-Ordering	PO-1-IMA GUI           PO-1-XML	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 (Gacil CKR) Pre-Order Response Times (Gaci CKR) Pre-Order Response Times (Gaci CKR) Pre-Order Response Times (Gaci CKR) Pre-Order Response Times (Gaci CKR) 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 (IN Reservation) Pre-Order Response Times(Loop Qual Tods) Pre-Order Response Times (Loop Caul Tods) Pre-Order Response Times (Loop Caul Tods) Pre-Order Response Times (Meet Svalidation XML) Pre-Order Response Times (Meet Svalidation XML) Pre-Order Response Times (Gaci CSR XML) Pre-Order Response Times (Gaci CSR XML) Pre-Order Response Times (Gaci CSR XML) Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Kenzevation XML)	RESUBST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT RESPONSE TOTAL ACCEPT RESPONSE TOTAL REQUEST RESPONSE TOTAL XML RequestResponse XML RequestResponse	Diagnostic Diagnostic	N/A	4837.55 784.00 1344.72 2008.72 3175.60 7266.00 10471.60 8281.80 6344.76 4626.55 2628.24 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.84 662.85 8730.80 79.86 6612.23 81300 85671.22 813300 8459.22 813300 8149.22 8157.25 813300 8149.25 8157	4,909 4,909 1,885 3,736 3,736 7,740 7,740 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,128 1,125 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 6,595 1,3422 1,926 1,3422 1,926 1,927 1,926 1,937 1,	0.94 0.46 1.04 1.04 1.01 0.85 1.90 2.80 1.07 1.11 1.88 2.33 0.56 2.92 2.92 0.61 0.65 1.93 0.18 0.41 1.93 0.56 1.93 0.18 0.41 1.28 1.165 1.93 0.41 1.28 1.165 1.93 0.54 1.90 1.90 0.54 1.90 0.54 1.90 0.54 1.90 0.54 1.90 0.55 1.90							

Month	PID Category	PID	PID Title	Product Category			CLEC Numerator CLE			C Standard Deviatior C	TL-Q Numerator CTL-	-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity \$
oril 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	372	75.81%							
oril 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,952	1,989	98.14%							
il 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	28	96.43%							
12018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	285	98.95%							
2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	289:37	258	1:07							
2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27	100.00%							
2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	281	281	100.00%							
2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,759	1,759	100.00%							
2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%							
2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	148	148	100.00%							
2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	402	403	99.75%							
2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	39	39	100.00%							
2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	4	14	28.57%	45.18%	2	32	6.25%	24.21%	-2.877772	2 -3
h 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,789	1,789	100.00%							
h 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,012,587	1,012,607	100.00%							
h 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	100.00%							
h 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,458	2,467	99.64%	6.03%	46,388	46,635	99.47%	7.26%	-1.099225	- i
ch 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	99.99%							
h 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	7,152,455	7,069,660	1.01							
h 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	3019.30	24,249	0.12							
h 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
n 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							-
2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							-
2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							-
1 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							-
n 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	27,000								-
12018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								-
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	p	100.00%	0.00%	1.812363	
12018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	50.00%	-10.0078	Ŭ	0	100.0076	0.0078	1.012303	-
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	4	63.64%							-
2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/r 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	16	37	43.24%	49.54%	F	5	100.00%	0.00%	1.978766	
2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable		N/A	10	37	43.24%	49.34%	5	12	66.67%	47.14%	-0.531369	
2018		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A N/A	4	5	0.00%	40.00%	8	12	66.67%	47.14%	-0.531369	-
	Maintenance and Repair	MR-5B MR-5B			Parity		0	1				12	66.67%	47 14%	-0.849591	_
2018	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	/	85.71%	34.99%	8					
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	_
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	
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	25:38	0.799501	
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	
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	
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	5
2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	70:07	4	17:32	20:02	35:17	1	35:17	0:00		
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	7:05	35:17	1	35:17	0:00		
1 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	183:28	37	4:58	2:51	5:53	3	1:58		1.418654	
2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	736:53	59	12:29	8:49	51138:51	2,212	23:07	26:13	-3.074089	9
2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:42	5	2:56	1:51	56:17	9	6:15	5:42	-1.041287	1
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						
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	
2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	37:21	4	9:20	8:00	17560:31	622	28:14	27:10	-1.386195	
2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	242	1,920	12.60%	33.19%	-0.379663	
2018	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	2	0.00%	0.00%	1	2	50.00%	50.00%	-1	
2018	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	2	100.00%	0.00%		-
2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	1	8	12.50%	33.07%	-0.361202	2
2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%	0	1	0.00%	0.00%		-
2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	11	9.09%	28.75%	0	4	0.00%	0.00%	-1 382994	-
2018	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	37	16.22%	36.86%	1	P	12.50%	33.07%	-0.349684	
2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	59	5.08%	21.97%	309	2.527	12.30%	32.76%	-1.655587	
2018	Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	3	59	0.00%	21.97%	309	2,527	12.23%	00000000	-1.055587	
2018	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk		N/A N/A	0	5	0.00%	0.00%	3	12	23.00%	43.30%	-1.004652	-
					Parity		0	1				12	05.0011	10.0751	4.04007	—
2018	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A		4	0.00%	0.00%	3	683	25.00%	43.30% 31.63%	-1.213954 -0.710839	
2018	Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity		0						11.27%			
2018	Maintenance and Repair		Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1,045	0.96%	9.74%	20	2,002	1.00%	9.94%	-0.110829	-
2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	68,056	0.00%	0.38%	0	52,222	0.00%			
2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14.14%	2,593	275,170	0.94%	9.66%	0.328469	
2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	3	234	1.28%	11.25%	20	2,300	0.87%	9.28%	0.36295	
2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1,483	0.27%	5.19%	1	954	0.10%	3.24%	1.227847	_
018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	11	12,208	0.09%	3.00%	1	954	0.10%	3.24%	-0.135287	_
018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	44	3,893	1.13%	10.57%	17	2,055	0.83%	9.06%	1.226779	_
018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		20	2,294	0.87%	9.30%	-0.373827	
018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	63	20,187	0.31%	5.58%	3,210	417,556	0.77%	8.73%	-7.255604	
2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	1,692	1,920	88.13%	32.35%	1.178951	
2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	8	33,072	0.03%	0.16%						
2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	4	13,015	0.03%	0.27%						
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%							
2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	13,015	0.03%							
2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	92	2	46.00							-
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						
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	
2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	5	100.00%	0.00%				2		2
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	
			· ····································	are a rando boop / a randy	1 unity	1.47.5	1	2	100.0070	0.0078	~~	. 31		-0.00/0	0.7 130 10	

	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	I EC Standard Deviation	CTI -Q Numerator	CTI -O Denominator	CTI -Q Result	CTL-Q Standard Deviatior	Modified 7 Score	Parity Score
Month March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2			CEO Olandalo Donalo.	ore q Humblator	ore a performation	OTE & ROOM		modified 2 00010	I any ocord
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	62	62								
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	84		97.67%	15.07%	0	1	0.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	17									
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2			0.00%	3	2	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	9	9	100.00%							
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%						
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%	0.0070			_			
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	00								
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5		4.65							
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24		3.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	24	8	2.00							
March 2018 March 2018		OP-4E				6.00	2	1	5.00							
	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark		5	1				-				
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4		0.00%	5	5	100.00%			
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2			0.00%	3	3				
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77		100.00%	0.00%	1	1	100.00%			
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	98			10.00%	3	3	100.00%		-1.88951	
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	20		90.91%	28.75%	1,261	1,334	94.53%	22.74%	0.395869	-0.7593
March 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,478									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6809.25	19,455	0.35							
March 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16426.24		1.28							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23235.49	19,455	1.19							
March 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.92		0.82							
March 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.58	4,906	0.94							
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.80	1,872	0.40							1
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1346.10	1,282	1.05							1
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2094.90		1.12							-
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3171.35	3.731	0.85							
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7282.70	3,833	1.90							
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10454.05		2.80				_			
March 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8421.34		1.09							
March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6271.10		1.10							
March 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL		N/A	14692.44	7,726	1.10							
March 2018 March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A N/A	2538.69		2.31							
March 2018 March 2018	Pre-Ordering Pre-Ordering		· · · · · · · · · · · · · · · · · · ·	RESPONSE	Diagnostic	N/A	2538.69	1,099	2.31							
			Pre-Order Response Times (Meet Point Inquiry)		Diagnostic											
March 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3183.84	.,	2.90							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4154.22		0.63							
March 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8595.20	13,430	0.64							
March 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12749.42		1.93							
March 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	214.32		0.19							
March 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	768.40		0.40							
March 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1241.60	970	1.28							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2224.32	1,921	1.16							
March 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2384.85	3,669	0.65							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53797.20	2,824	19.05							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56182.05	3,669	15.31							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8235.36		1.68							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8400.85	4,541	1.85							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.79		9.73							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	23661.50	6,395	3.70				-			
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Joop Qual Tools XMI.)	XML Request/Response	Diagnostic	N/A	48345.00		13.75							
March 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Leop Quar Tools XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	48345.00	3,516	5.13							
March 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Meet Point Induity XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18115.20									
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	3353.90	5,032	3.60							
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (TN Reservation XML) Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	5788.58		3.46							
			Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	XML Request/Response		N/A N/A		.,	3.46							
March 2018	Pre-Ordering	PO-2A			Diagnostic		2,008									
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26							ļ/		
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	305		66.89%					Ļ/		
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,008		98.38%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26		92.86%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	305									
March 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	17:51		17:51							
March 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	457:36		1:28							
March 2018	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	26	26	100.00%							
March 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	296	296	100.00%							
March 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,845	1,845	100.00%							
March 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							
March 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	226	226	100.00%							1
March 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	466	466	100.00%							-
March 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	100	400					-			
March 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14						-			
	Pre-Ordering Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	14		48.41%	F	44	11.36%	31.74%	-2 142645	5 -2.302
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.458	0	99.79%	40.41%	5		11.30%	51.7470	-2.142043	-2.3020
						N/A	1,450		99.96%							
March 2018 February 2018		PI-2A	Rilling Accuracy - Adjustments for Errors													
February 2018 February 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic											
February 2018		BI-3A BI-3B BI-4A	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate	UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate	Diagnostic Diagnostic Parity	N/A N/A	3,812	3,812		3.92%	50.051	50.426	99.26%	8.59%	-3.409788	3 -3.0730

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior C1	TL-Q Numerator CT	L-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
February 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,051,911	3,014,074	1.01							
February 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2677.89	23,106	0.12							
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360	100.00%							
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
February 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	5	60.00%	48.99%	9	9	100.00%	0.00%	1.227113	-0.253968
February 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%							
February 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	12	41.67%							
February 2018	Maintenance and Repair	MR-5A	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%	0.00%	2.011876	0.223134
February 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%	11	12	91.67%	27.64%	-0.036871	-1.022416
February 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	10	11	90.91%	28.75%	-0.302765	-1.184068
February 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	427	621	68.76%	46.35%	-0.951708	-1.578597
February 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,030	3,502	57.97%	49.36%	-0.85142	-1.517627
February 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	4:01	1	4:01	0:00	34358:03	718	47:51	68:33	-0.639093	-1.388541
February 2018	Maintenance and Repair	MR-6D	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	0:40	0.834499	-0.492661
February 2018	Maintenance and Repair	MR-6D	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 Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	106:38	12	8:53	12:20						
February 2018	Maintenance 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	0:40	1.580467	-0.039144
February 2018	Maintenance 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	71:46	-2.242598	-2.363403
February 2018	Maintenance 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	2,713	2:54	1:04	-2.242398	-2.363403
February 2018 February 2018	Maintenance and Repair Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	2:56	5	2:18	2:05	28:34	11	2:54	1:04	-0.426148	-1.64875
February 2018 February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	2:50	4	2:56	9:02	28:34	742	46:40	1:06	-0.426148	-1.60170
February 2018 February 2018	Maintenance and Repair Maintenance and Repair	MR-6E MR-7B	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA	Unbundled Loop Analog SUB-LOOP UNBUNDLING		N/A N/A	51:47	4	12:57	9:02	34030:45	2	46:40	67:58	-0.98971	-1.601/01
	Maintenance and Repair Maintenance and Repair	MR-7B MR-7D	Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1		Parity	N/A N/A	0	1	20.00%	0.00%	0			0.00%	0 400777	0 700
February 2018				Enhanced Extended Loops - DS1 Capable	Parity		1	5			U	10	0.00%	0.00%	0.430727	-0.738136
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	12	8.33%	27.64%						
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	30	26.67%	44.22%	0	10	0.00%	0.00%	1.43176	
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58	6.90%	25.34%	338	2,980	11.34%	31.71%	-1.057457	-1.642888
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	4	12	33.33%	47.14%	-0.531369	-1.323049
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	4	12	33.33%	47.14%	-0.679366	-1.413025
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	72	774	9.30%	29.05%	-0.638864	-1.388402
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1,055	0.95%	9.69%	21	2,012	1.04%	10.16%	-0.24817	-1.150877
February 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	68,608	0.00%		0	53,794	0.00%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	48	0.00%		3,072	278,613	1.10%	10.44%	-0.731477	-1.444706
February 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	232	0.43%	6.55%	22	2,310	0.95%	9.71%	-0.779402	-1.473843
February 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,523	0.20%	4.43%	0	961	0.00%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12,381	0.10%	3.11%	0	961	0.00%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	31	3,901	0.79%	8.88%	20	2,065	0.97%	9.79%	-0.652307	-1.396574
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		22	2.304	0.95%	9.72%	-0.391391	-1.237949
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	62	20.404	0.30%	5.50%	3,820	422,064	0.91%	9.47%	-8.856594	-6.384427
February 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	32 448	0.00%	0.04%						-2.993831
February 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12.967	0.01%	0.09%						-2.96935
February 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	33.000	0.04%	0.0070						2.00000
February 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A		12,967	0.01%							
February 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	56	12,007	56.00							
February 2018	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	280	4	70.00	0.00						
		OP-15A OP-15B-RD				N/A	4	4								
February 2018	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity		4	4	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	1	1	100.00%	0.00%		
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	67	69	97.10%							
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	11	25	44.00%	49.64%	3	3	100.00%	0.00%	1.22064	-0.257903
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	26	33	78.79%							
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	3	33.33%							
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	
February 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154	48	3.21							
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	380	17	22.35							
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	206	35	5.89							
February 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	100.00%	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	93.24%	25.10%						
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	22	26	84.62%	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	97.30%	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	99.95%							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6613.00	19,450	0.34							
February 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12,830	1.30							
February 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23292.00	12,050	1.30							
February 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3970.62	4.902	0.81							
February 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	4561.18	4,902	0.81							
				REQUEST		N/A N/A	4561.18 729.30	4,902	0.93							
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)		Diagnostic	N/A N/A										
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic		1354.68	1,278	1.06							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1,870	1.11							
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST RESPONSE	Diagnostic Diagnostic	N/A N/A	3131.52 7273.20	3,728 3,828	0.84							
February 2018	Pre-Ordering								1.90							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity S
ebruary 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10404.72									
ebruary 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A N/A	7800.23	7,723	1.01							
ebruary 2018 ebruary 2018			Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A N/A	6515.04									
ebruary 2018 ebruary 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic Diagnostic	N/A N/A	2402.40	7,723								
abruary 2018 abruary 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A N/A	631.26	1,092								
abruary 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66									
abruary 2018 abruary 2018	Pre-Ordering		Pre-Order Response Times (Neet Point Induity) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A N/A	4020.51		0.61							
abruary 2018	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8191.69	13,429	0.61							
abruary 2018	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20									
abruary 2018	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00									
bruary 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52									
abruary 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234 44									
bruary 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2259.96	1.906								
bruary 2018 bruary 2018	Pre-Ordering		Pre-Order Response Times (Tre Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2343.68									
bruary 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53720.19									
bruary 2018 bruary 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87									
oruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8281.00									
oruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8211.97									
bruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl: Scheduler XML)	XML Request/Response	Diagnostic	N/A	66387.84									
oruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	24874.20	6,378	3.90							
oruary 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47998.71	3.501	13.71							
oruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop adai Tools XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4177.92	816	5.12							
oruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Induity XML)	XML Request/Response	Diagnostic	N/A	17633.00									
bruary 2018 bruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3345.10	3,041	1.10							
bruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5750.52	1.662								
oruary 2018 oruary 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A N/A	1,925	2,397	3.46							-
bruary 2018 bruary 2018	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	1,925									-
bruary 2018 bruary 2018	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	30	386								+
oruary 2018	Pre-Ordening Pre-Ordening	PO-2A PO-2B	All Flow-through Eligible LSRs	I NP	Diagnostic	N/A	1.925									-
oruary 2018 pruary 2018	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	30	.,								<u> </u>
oruary 2018	Pre-Ordering	PO-28	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301									
oruary 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	30:04	302	15:02							
oruary 2018	Pre-Ordering	PO-30	Electronic I SRs Rejected Manually	Product Aggregate	Diagnostic	N/A	473:31	270								
oruary 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	28									
ruary 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	313									
ruary 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,733									
oruary 2018	Pre-Ordering	PO-5R-(c)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	20								
bruary 2018 bruary 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	130									
bruary 2018 bruary 2018	Pre-Ordering Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	386									
bruary 2018 bruary 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14									
bruary 2018 bruary 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	14	41		49.63%	0	38	0.00%	6 0.00%		
nuary 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,643		40.0070	40.0076	0	30	0.00 /	0.007		
nuary 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1.067.267	1.067.267								
nuary 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4.913									
nuary 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.438	2,443	99.80%	4.52%	46.886	47.265	99.20%	6 8.92%	-3.227256	6 -2
uary 2018 Nuary 2018	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A N/A	4,913			4.02%	40,000	47,203	99.20%	0.92%	-3.227230	2
iuary 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A N/A	3,365,176									
nuary 2018	Database Updates	DB-10	All	Directory Listing	Diagnostic	N/A	3799.34									
uary 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A N/A	30,600		100.00%							
uary 2018	Electronic Gateway Availability	GA-1 GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A N/A	30,600	30,600								
nuary 2018	Electronic Gateway Availability	GA-1 GA-1	Gateway Availability - LSR Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600								
uary 2018 Nuary 2018	Electronic Gateway Availability	GA-3	Gateway Availability - ESK Gateway Availability - Repair	EBTA	Diagnostic	N/A N/A	43.200									
uary 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI		N/A N/A	43,200	43,200								
uary 2018 uary 2018	Electronic Gateway Availability	GA-3 GA-4	Gateway Availability - Repair System Availability - ASR	EASE	Diagnostic Diagnostic	N/A N/A	42,180									-
uary 2018 1uary 2018	Electronic Gateway Availability	GA-4 GA-4	System Availability - ASR System Availability - ASR	EASE	Diagnostic	N/A N/A	21,960	21,900	100.00%							-
nuary 2018	Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A N/A	0	0								-
nuary 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	10		50.00%	10	18	55.56%	6 49.69%	-0.109585	5 -1
uary 2018 wary 2018	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	5	10		30.00%	10	18	55.56%	43.03%	-0.109585	-
uary 2018 uary 2018	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	34			46.65%	10	18	55.56%	6 49.69%	-0.911108	в -
iuary 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/r 4 Hours-Zone 1 All Troubles Cleared w/r 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A		10		40.03%	10	13				
uary 2018 uary 2018	Maintenance and Repair Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A N/A	1	10	0.00%	40.03%	8	13	01.34%	v 60.09%	-0.413495	÷
uary 2018 uary 2018	Maintenance and Repair Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	0	1	75.00%	43.30%	0	14	64.29%	47.92%	-0.394405	5 -
uary 2018 uary 2018	Maintenance and Repair	MR-5B MR-5X	All Troubles Cleared w/i 4 Hours-Zone 2 Out of Service cleared w/i 24 hours	Business	Parity	N/A N/A	3	4		43.30%	484	14	0.112011		-0.394405	
uary 2018 uary 2018	Maintenance and Repair Maintenance and Repair	MR-5A MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A N/A	20:29		40.00%	48.99%	484 58004:29	929				
uary 2018 uary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	49:36	10		3:50	58004:29 72:26	929				
uary 2018 uary 2018	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	49:36	10		3:50	12:20	16	413	3:54	0.23076	-
Jary 2018 Jary 2018	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	214:17	12		3:44	72:54	16	4:33	3 3:53	-0.242874	4 .
ary 2018 ary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A N/A	214:17 940:47			3:44	224266:31	4,474				
ary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	35:29			1:23		4,474				
ary 2018 ary 2018	Maintenance and Repair Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	12:20	10	3:33	0:00	57:01	11	5:1	. 2:57	-1.203274	-
ary 2018 ary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Parity	N/A N/A	12:20	1	4:21	3:49	57:01	11	5:11	1 2:57	-0.48259	9.
	Maintenance and Repair Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	17:24 32:57			3:49 7:20	64040:04	11				
uary 2018 uary 2018	Maintenance and Repair Maintenance and Repair	MR-6E MR-7B	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA		Parity	N/A N/A	32:57		0.00%	0.00%	64040:04	1,110				
	Maintenance and Repair Maintenance and Repair	MR-7B MR-7D		Residence		N/A N/A	0	10		0.00%	122				-0.380903	
Jary 2018			Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity		1				3	20	15.00%	• 35.71%	-0.361551	
uary 2018	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	12		0.00%						_
Jary 2018	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	50		23.75%	3	20				
uary 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	65		32.85%	685	4,869				
uary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	10		40.00%	4	14	28.57%	45.18%	-0.458258	в
uary 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%						
		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	3 -
uary 2018 uary 2018	Maintenance and Repair Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A		5	20.00%	40.00%	145	1.186	12.23%	6 32.76%	0.048677	7.

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator CLE									
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	-0.57858
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	-1.13914
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	-2.07508
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%			
January 2018	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	12	12,525	0.10%	3.09%	0	969 2 072	0.00%	12.33%	-0.549076	-1.33381
January 2018 January 2018	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity Parity	N/A N/A	54	3,968	0.00%	11.59%	32	2,072	1.54%	12.33%	-0.549076	-1.33381
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A N/A	70	20.567	0.34%	5.82%	6.055	427 092	1.47%	12.04%	-12 765686	-8.76098
January 2018	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A N/A	1	20,567	100.00%	0.00%	806	427,092	83.78%	36.86%	-0.439713	
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%	000	502	03.1076	30.0078	-0.438713	-2.9480
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%						-2.93449
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	-1.66486
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	3	3	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	1.26100
January 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	731	793	92.18%	26.85%	-0.291047	-1.17694
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
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 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark Parity	90.00% N/A	19	23	82.61% 100.00%	0.00%			100.00%	0.00%		
January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A 90.00%	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Dispatches within MSAs	Residence	Parity	90.00% N/A	2	1	2.00	0.00	2.353	631	3.73	6.50	-0.265964	-1.16169
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-4A OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00	0.00	2,303	631	3.73	0.00	-0.200904	-1.10109
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	27	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	6	2	3.00							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	7	7	100.00%	0.00%		
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	-1.17969
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	-1.60458
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	-2.15384
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 REQUEST	Diagnostic	N/A	23221.80	19,500	1.19							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A N/A	4073.64 4700.09	4,908 4,908	0.83							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic Diagnostic	N/A N/A	694.20	4,908	0.96							
January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1281.86	1,780	1.07							
January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A N/A	1201.00	1,198	1.07							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3200.06	3,721	0.86							
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	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10063.46	3,721	2.70							
January 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7764.88	7,688	1.01							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341.48	7,688	1.87							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.77	1,083	2.19							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	615.86	1,162	0.53							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2987.63	1,083	2.76							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3952.80	6,588	0.60							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8055.60	13,426	0.60							
January 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12008.40	6,588	1.82							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	262.20	1,140	0.23							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.00	1,900	0.43							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1227.50	982	1.25							
January 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2306.70	1,900	1.21							
January 2018 January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A N/A	2303.28	3,656	0.63							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic Diagnostic	N/A N/A	53435.25 55738.53	2,805 3.656	19.05 15.25							
	r id-Oldelling	PO-1-IMA GUI PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response		N/A N/A	8545.56	3,656	15.25							
January 2018	Pro-Ordoring	PU-I-XML			Diagnostic Diagnostic	N/A N/A	8545.56	4,828	1.77							
January 2018 January 2018	Pre-Ordering Pre-Ordering	DO 1 YAM				DV/A	6200.98									
January 2018 January 2018 January 2018	Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response		NI/A	67097 44		0.72							
January 2018 January 2018 January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A N/A	67087.44 25444.00	6,902	9.72							
January 2018 January 2018 January 2018 January 2018 January 2018	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A	25444.00	6,361	4.00							
January 2018 January 2018 January 2018 January 2018 January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic Diagnostic Diagnostic											
January 2018 January 2018 January 2018 January 2018 January 2018 January 2018 January 2018	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A	25444.00 48308.19	6,361 3,493	4.00 13.83							
January 2018 January 2018 January 2018 January 2018 January 2018 January 2018	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	25444.00 48308.19 4110.60	6,361 3,493 806	4.00 13.83 5.10							
January 2018 January 2018 January 2018 January 2018 January 2018 January 2018 January 2018 January 2018	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML) Pre-Order Response Times (Met Point Inquiry XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response XML Request/Response XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	25444.00 48308.19 4110.60 17119.00	6,361 3,493 806 5,035	4.00 13.83 5.10 3.40							

Month	PID Category	PID	PID Title	Product Category				CLEC Denominator		C Standard Deviation C	TL-Q Numerator CTL	-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity S
anuary 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21	50	42.00%							
inuary 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	345	422	81.75%							
nuary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,329	2,342	99.44%							
nuary 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%							
ary 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	339	339	100.00%							
ary 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%							
ary 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	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%	5	66	7.58%	26.46%	-1.930583	-2.
ember 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,637	1,639	99.88%							
cember 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,058,416	1,058,525	99.99%							
ember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
ember 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.
ember 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
ember 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							
ember 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2972.75	20,891	0.14							
ember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
ember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29.880	29.880	100.00%							
ember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
ember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42.840	42.840	100.00%							
mber 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	42,640	100.00%							
amber 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	FASE	Diagnostic	N/A	26.580	26.580	100.00%							
ember 2017 ember 2017	Electronic Gateway Availability	GA-4 GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,300	20,300								
ember 2017 ember 2017	Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALI	Diagnostic	N/A N/A	0	0								
mber 2017 mber 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	7	20	35.00%	47.70%	0	0	88.89%	31.43%	2.345717	(
ember 2017 ember 2017	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A N/A	1	20	35.00%	47.70%	0	9	00.09%	31.43%	2.340/1/	<u> </u>
ember 2017 ember 2017		MR-5A MR-5A				N/A N/A	1	1	37.50%							
ember 2017 ember 2017	Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	3	20	50.00%	50.00%		10	90.00%	30.00%	1 787903	(
	Maintenance and Repair	1111 071	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity						9	10				
mber 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	14	20	70.00%	45.83%	-0.882735	-
mber 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
nber 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	14	20	70.00%	45.83%	-0.26082	
mber 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	5	20.00%	40.00%	308	597	51.59%	49.97%	0.953018	-
mber 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	3	3	100.00%	0.00%	1,840	4,224	43.56%	49.58%	-1.970837	
mber 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	63:39	3	21:13	2:01	47422:10	854	55:32	58:20	-1.016933	
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	3:24	0.930717	-
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	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	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	3:13	0.490189	-(
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	86:46	-2.780763	-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	10:21	-0.463045	-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	150:27	0:00		
ember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	22:54	8	2:52	1:10	106:51	17	6:17	10:21	-0.770754	-1
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	54:20	57:52	-0.696238	
ember 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	3	0.00%	0.00%	1	3	33.33%	47.14%	-0.866025	-
mber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	19	21.05%	40.77%	4	10	40.00%	48.99%	-0.989968	
mber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0		0.00%	0.00%	0	1	0.00%	0.00%		
mber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	. 8	0.00%	0.00%	0	1	0.00%	0.00%		
mber 2017	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wife Non-Loaded	Parity	N/A	4	20	20.00%	40.00%	4	10	40.00%	48.99%	-1.054093	
nber 2017	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	45	8.89%	28.46%	531	3,605	40.00%	48.99%	-1.098702	
nber 2017 nber 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable		N/A	4	45	8.89%	28.46%	331	3,605	14.73%	40.00%	-1.098702	
mber 2017 mber 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	0	2	0.00%	0.00%	4	20	20.00%	40.00%	-0.6742	
mber 2017 mber 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2			N/A N/A	U	1	0.00%	33.07%	U	20	20.00%	40.00%	-0.448211	
mber 2017 mber 2017		IVII C I L		Unbundled Loop - DS1 Capable	Parity		1	8	0.00%	33.07%	4	20 941		40.00%		
	Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A N/A	0	1	0.00%	0.00%	143	941 2.074	15.20%	35.90%	-0.423093 1.449756	
mber 2017	Maintenance and Repair			Enhanced Extended Loops - DS1 Capable	Parity		22				29		1.40%			
mber 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	68,584	0.00%	0.38%	1	54,490	0.00%	0.43%	-0.153406	
mber 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%		3,805	286,384	1.33%	11.45%	-0.81221	
mber 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	3	226	1.33%	11.44%	30	2,379	1.26%	11.16%	-0.140372	
mber 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1,617	0.06%	2.49%	1	979	0.10%	3.19%	-0.311555	
nber 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	12,762	0.06%	2.50%	1	979	0.10%	3.19%	-0.372478	
nber 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	28	4,006	0.70%	8.33%	30	2,120	1.42%	11.81%	-2.257546	
ber 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		30	2,366	1.27%	11.19%	-0.451773	
ber 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	46	20,964	0.22%	4.68%	4,546	431,829	1.05%	10.21%	-11.544838	
ber 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	33,096	0.00%	0.02%						
ber 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,063	0.00%	0.02%						
ber 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	33,432	0.04%							
ber 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,063	0.00%							
ber 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	46	3	15.33							
ber 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112	4	28.00	0.00						
ber 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%						
ber 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							
ber 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%		
ber 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	2	0.00%			-				
nber 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	48	50	96.00%							
nber 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	21	24	87.50%	33.07%						
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	144	147	97.96%	00.0170						
ber 2017																

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator		CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	8	100.00%							
December 2017	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00 N/A	7	2		0.00						
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Benchmark	N/A 6.00	44	1	8.00	0.00						
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	142									
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40									
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	40									
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	193	49	6.00							
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8								
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	0.00 N/A	24		100.00%	0.00%	5	5	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	2		0.00%	4	4		0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	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			0.00%	4	4	100.0076	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	151			0.00%	1,108	1,173	94.46%	22.88%	-2.801433	-2.7031
December 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4.103			0.0070	1,100	1,110	04.4070	LL.0070	2.001400	2.1001
December 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6822.90	19,494	0.35							
December 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16262.35									
December 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23085.25	19,494	1.18							
December 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.10									
December 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4611.22	.,								
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	678.30	1,785								
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.48		1.08							
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2007 78									
December 2017 December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3235.53									
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7239.00	3,810								
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10474.53									
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Creck) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7843.80									
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6640.50									
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14484.30									
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Set CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2354.40									
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	626.94									
December 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2981.34									
December 2017	Pre-Ordering		Pre-Order Response Times (Weet Point Induly) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3885.15	6,585								
December 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.75	13.425								
December 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11805.90									
December 2017	Pre-Ordering		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	1,130								
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1226.36	989								
December 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2382.40									
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Til Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2382.40									
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53331.04	2.801								
December 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55813.04									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8588.50	4.825								
December 2017	Pre-Ordering	PO-1-XMI	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 (Appl: Scheduler XML)	XML Request/Response	Diagnostic	N/A	67146.73	.,								
December 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26733.00	6.365								
December 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Ger CSR AML)	XML Request/Response	Diagnostic	N/A	48301.60									
December 2017	Pre-Ordering Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Loop Quai Tools XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	48301.80									
December 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Weet Point Induity XWL) Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17608.50									
December 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3926.00									
December 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Th Reservation XML)	XML Request/Response	Diagnostic	N/A	5518.70	1.595								
December 2017	Pre-Ordering Pre-Ordering	PO-1-AML PO-2A	All Electronic LSRs	I NP		N/A	1,790									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs	LNP Resale Aggregate W/O UNE-P-POTS	Diagnostic Diagnostic	N/A N/A	1,790									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs	00 0	Diagnostic	N/A N/A	27									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Electronic LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	282									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS		N/A N/A	1,790									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-28 PO-28	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate	Diagnostic	N/A N/A	27									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-2B PO-3X	All Flow-through Eligible LSRs Electronic LSRs Rejected Manually		Diagnostic	N/A N/A	589:00	283								
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)	Electronic LSRs Rejected Manually EQCs on Time for Fully Electronic LSRs	Product Aggregate Resale Aggregate	Diagnostic Benchmark	N/A 95.00%	589:00									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-5A-(a) PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	27									
December 2017	Pre-Ordering Pre-Ordering	PO-5A-(b) PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	278									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	LNP Resale Aggregate	Benchmark	95.00%	1,639	1,639	100.00%							
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	90.00%	135	136								
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-5B-(b) PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	336									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5D	FOCs on Time for Electronic/Manual LSRs FOCs provided for ASRs requesting LIS Trunks.	LNP LIS Trunk	Benchmark	90.00%	336									
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-5D PO-9B	FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops	Unbundled Loops and Number Portability	Parity	85.00% N/A	3	3		47.14%		69	1.45%	11.95%	-9.364805	-6.693
November 2017		BI-2	Invoices Delivered within 10 Days	Unbundled Loops and Number Portability		N/A N/A	1 594			47.14%	1	69	1.45%	11.95%	-9.304805	-0.093
November 2017 November 2017	Billing Billing	BI-2 BI-3A	Billing Accuracy - Adjustments for Errors	All UNEs and Resale Aggregate	Parity by Design Diagnostic	N/A N/A	1,594 962,736	1,594 962,736	100.0070							
November 2017 November 2017		BI-3A BI-3B				N/A N/A	962,736									
November 2017 November 2017	Billing Billing	BI-3B BI-4A	Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate	Reciprocal Compensation UNEs and Resale Aggregate	Diagnostic Parity	N/A N/A	3,082			2.77%	50,666	51.037	99.27%	8.49%	-3.80236	-3.311
November 2017 November 2017		BI-4A BI-4B		55 5		N/A N/A	2,594	2,596		2.17%	50,666	51,037	99.27%	8.49%	-3.80236	-3.311
	Billing Database Lindetee	DB-1B	Reciprocal Compensation (MOU): All	Reciprocal Compensation	Diagnostic	N/A N/A	3,082	2.972.123								
November 2017	Database Updates		All		Diagnostic	N/A N/A										
November 2017 November 2017	Database Updates	DB-1C-1 GA-1	All Gateway Availability - LSR	Directory Listing	Diagnostic	N/A N/A	4129.38 29.520									
	Electronic Gateway Availability	GA-1 GA-1		IMAGUI SIA	Diagnostic	N/A N/A										
November 2017	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic		29,520									
November 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520								
November 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760								
November 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740									
November 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880								
November 2017	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR Timely Outage Resolution after Software Releases	EXACT	Diagnostic	N/A	0	0								
November 2017				ALL	Diagnostic	N/A		0								

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator			TL-Q Numerator	CTL-Q Denominator				
ovember 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
wember 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%						
wember 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%							
ovember 2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	10	24								L
ovember 2017	Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	46		49.81%	12	13	92.31%	26.65%	2.817371	0.71
ovember 2017	Maintenance and Repair	WII COD	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	1471	5	7	71.43%	45.18%	12	16	75.00%	43.30%	-0.299654	-1.18
ovember 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%						
ovember 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%	43.30%	0.024577	-0.985
ovember 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	12		43.30%	303	697	43.47%	49.57%	0.985589	
ovember 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	-0.23
ovember 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						
ovember 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:00	4	0.00	2:00	64:48	3	21:36	32:00	-0.740585	-1.45
ovember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	183:42	24		11:06	64:48	3	21:36	32:00	-0.711678	
ovember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	237:26	46		2:42	28:40	11	2:36	1:29	2.747781	0.6
vember 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.
vember 2017	Maintenance and Repair		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	-0.4
vember 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						
vember 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	-1.0
vember 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	-2.4
/ember 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	17	23.53%	42.42%	0	14	0.00%	0.00%	1,435028	-0.1
/ember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
/ember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%	0	5	0.00%	0.00%		
ember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	24		37.27%	0	5	0.00%	0.00%	0.132254	-0.
vember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	4	46		33.68%	0	14	0.00%	0.00%	0.132234	-0.
ember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	40		15.81%	515	3.770	13.66%	34.34%	-2.007432	-0.
vember 2017 vember 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1	38	14.29%	15.81%	515	3,770	13.66%	34.34%	-2.007432	-2.
							1	7			3	16	18.75%	39.03%	-0.252397	-1
ember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
rember 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%	39.03%	0.239836	-
ember 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%	32.32%	-0.350752	-1
ember 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	1,089		14.68%	27	2,099	1.29%	11.27%	2.180303	
ember 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,352		0.54%	0	54,946	0.00%			
ember 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	50	0.00%		3,809	289,981	1.31%	11.39%	-0.815717	-1
ember 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
ember 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
ember 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
ember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48	4,056	1.18%	10.81%	29	2,142	1.35%	11.56%	-0.552182	-1
ember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		30	2.392	1.25%	11.13%	-0.449296	-1
ember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	47	21,014	0.22%	4.72%	4,673	436,347	1.07%	10.29%	-11.655261	-8
ember 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18	33.504		0.27%	.,					-2
/ember 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
ember 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.
vember 2017	Network Performance	NI-10	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk		N/A	20	13,063								
vember 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delaved Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic Parity	N/A	30	2		0.00						
								2								
vember 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	36	4	9.00	0.00						
vember 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00	0.00	32	1	32.00	0.00		
vember 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.
/ember 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.0070	0.00%						
vember 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%						
ember 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%		
ember 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.
ember 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
ember 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%		
ember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	65	98.46%							
ember 2017	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	
ember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	98	103	95.15%							
ember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	4								
ember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2		0.00%	3	3	100.00%	0.00%		
ember 2017 ember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%	0.0070	3	3	. 00.00 %	0.00%		
ember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%		-	0.00%							
ember 2017 ember 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	2		100.00%	0.00%			0.00%	0.00%		
ember 2017 ember 2017		OP-3E	Interval Zone 2 Areas		Benchmark	N/A 90.00%	2	2		0.00%	U	1	0.00%	0.00%		
	Ordering and Provisioning			Unbundled Loop Analog			2	2								
ember 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	4	2	2.00							
rember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	198	66								
ember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	75	15								
ember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	195	56								
ember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	26	4	6.50							
ember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	1	4.00	0.00						
ember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	42	6	7.00							
mber 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	2	2								
mber 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%		
mber 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
mber 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%		
ember 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77		0.00%	1	1	100.00%	0.00%		
ember 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	21	22		20.83%	4	4	100.00%	0.00%	-1.020076	-1
mber 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	101	107		23.01%	816	872	93.58%	24.51%	-0.324377	
mber 2017 mber 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-8C	New Service Installation Quality Number Portability Timeliness without Loop Coord	LNP	Benchmark	N/A 95.00%	101	107		23.01%	010	0/2	43.00%	24.01%	-0.324377	<u> </u>
mber 2017 mber 2017	Pre-Ordering			REQUEST		95.00% N/A	6626.60	100								
			Pre-Order Response Times (Address Validation)		Diagnostic											
mber 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16112.88	12,788								
ember 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22739.48	19,490								
ember 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3969.00	4,900								
ember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4521.00	4,900								
ember 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST		N/A	694.20	1,780	0.39							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark				LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity So
November 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1306.98	1,233	1.06							
lovember 2017	Pre-Ordering		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	3,717	0.86							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7612.00	3,806	2.00							
vember 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10808.62	3,717	2.91							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7868.17	7,639	1.03							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14444.77	7,639	1.89							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2345.77	1,081	2.17							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.00	1.150	0.56							
vember 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2989.77	1.081	2.77							
vember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3817.56	6.582	0.58							
vember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7784.18	13.421	0.58							
				TOTAL		N/A		6.582	1.76							
vember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic		11601.74									-
vember 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	270.72	1,128	0.24							
vember 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	890.65	1,895								
vember 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1201.70	985	1.22							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2363.07	1,895	1.25							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2428.75	3,625	0.67							
vember 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51723.54	2.718	19.03							
vember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54152.29	3,625	14.94							
vember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8483.20	4.820	1.76							
vember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8195.68	4,528	1.81							
vember 2017 vember 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response		N/A	67068.00	4,528	9.72							
					Diagnostic											
vember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26084.20	6,362	4.10							
vember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48252.87	3,489	13.83							
vember 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							
wember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17068.00	5,020	3.40							
vember 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							
vember 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							
vember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,974	2,489	79.31%							-
vember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35		67.31%							
vember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	584	67.64%							_
vember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	I NP		N/A	1.974	1.983	99.55%							
					Diagnostic	N/A										
vember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic		35	35	100.00%							-
vember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	396								
vember 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	43:17	1	43:17							
wember 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	455:12	253	1:48							
wember 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35	100.00%							
wember 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	379	379	100.00%							
wember 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,791	1,791	100.00%							
wember 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	10	10	100.00%							
ovember 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	218		96.04%							
wember 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	442	442	100.00%							
vember 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12									
							12									
vember 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	18	27.78%	44.79%	1	50	2.00%	6 14.00%	-6.698603	3 -5.
tober 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,527	1,529	99.87%							
tober 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,095,099	1,095,099	100.00%							
tober 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,840	4,840	100.00%							
tober 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,429	2,434	99.79%	4.53%	50,350	50,830	99.06%	6 9.67%	-3.682048	3 -3
tober 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,840	4,840	100.00%							
tober 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3.626.449	3.599.644	1.01							
tober 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5786.33	29,495	0.20							
tober 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30.060	30.060	100.00%							(
tober 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
		GA-1 GA-1		XML		N/A	30,060									
tober 2017	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic			30,060	100.00%							
tober 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	LOIN	Diagnostic	N/A	42,900	42,900	100.00%							
tober 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820									
tober 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
ober 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ober 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
tober 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	8	50.00%	50.00%	7	8	87.50%	6 33.07%	1.075723	3 -0
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%	6 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%							1
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 - 2 Wite HoliPLoaded	Parity	N/A	25			48.78%	F		83.33%	6 37.27%	0.580117	7 -0
tober 2017	Maintenance and Repair Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	25	41	66.67%	48.78%	5	13			-0.213574	
ober 2017 ober 2017		MR-5B MR-5B					4				8					
	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	10.0070	43.30%	8	13			-0.483933	·
ober 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	317	619			-0.637744	
ober 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	3:19	1	3:19	0:00	114575:56	2,791			-0.964385	
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30:19	8	3:47	1:28	17:40	5	3:33		0.032592	2 -
ber 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	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	42:44	8	5:21	1:53	11:00	3	3:40	2:01	0.199336	ŝ -
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	56:55	13	4:23	3:53	11:00		3:40	2:01	0.25076	S -
ober 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	174:53		4:16	3:34	11:20	3	3:4		-0.168741	
ber 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	
ber 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:28	6		3:36	48:18	10			-0.886958	
		MR-6E MR-6E				N/A N/A	22:28	6			48:18	10				
ober 2017	Maintenance and Repair	mile on	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	1.67.5			2.00	1:11					-1.319983	
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	136:40	12		9:01	31906:28	762			-2.832792	
ober 2017		MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	424	2,888			-0.414751	-
ober 2017	Maintenance and Repair								0.00%	0.00%						
	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	1	10	10.00%	6 30.00%	-0.702728	3 -1

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator		CTL-Q Standard Deviatior		
ctober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	8	0.00%	0.00%	1	3	33.33%	47.14%	-1.044466	
tober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	13	7.69%	26.65%	1	3	33.33%	47.14%	-0.849208	
tober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10		24.39%	42.94%	1	10		30.00%	0.519416	
ober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	44	4.55%	20.83%	507	3,638		34.63%	-1.787864	-2.08
ober 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	0	10		0.00%		
ober 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		0.00%	0.721522	
ober 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	12	8.33%	27.64%	107			33.90%	-0.49804	
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14		1.26%	11.15%	21	2,114		9.92%	0.722997	-0.5
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,280	0.00%	0.38%	1	55,134		0.43%	-0.15237	-1.0
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	52	1.92%	13.73%	3,702	293,991	1.26%	11.15%	0.043456	-0.9
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0		0.00%		23			9.71%	-1.395025	
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	1,700	0.47%	6.84%	3	936	0.32%	5.65%	0.652339	-0.6
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	13,074	0.10%	3.15%	3	936	0.32%	5.65%	-1.155965	5 -1.
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	45	4,094	1.10%	10.43%	19	2,155	0.88%	9.35%	0.874217	-0.
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		23	2,405	0.96%	9.73%	-0.415346	6 -1.:
ober 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	56	21,240	0.26%	5.13%	4,446	441,601	1.01%	9.98%	-10.596764	-7.
ober 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.
ober 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.
ober 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.
ober 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13		0.04%							
ober 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%							
ober 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	6		6.00							
ober 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18		3.00	0.00						
		OP-15A OP-15A				N/A			13.00		49.337	200	165.01	000.00	-0.682455	i -1.4
ober 2017	Ordering and Provisioning	OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A N/A	13		0.00%	0.00	49,337	299	105.01	222.36	-0.082455	-12
tober 2017	Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded		N/A N/A	0	6			145	299	48.49%	49.98%	3 719016	5 1.
ober 2017	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity		1	1	100.00%	0.00%						
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	· -
tober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
tober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	6		100.00%	0.00%	1	1	100.00%	0.00%		
tober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	74		94.87%							
tober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	24		96.00%	19.60%	2	3	66.67%	47.14%	-1.018402	2 -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%							
ober 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	100.00%							
ober 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
ober 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
ober 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	- 1	5.00							
ober 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154	51	3.02							
tober 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	124		4 77							
tober 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	124		4.97							
tober 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	27		9.00							
						0.00										
tober 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30		3.00							
tober 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	0.00	10	-	5.00							
tober 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15		5.00							
tober 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%		
tober 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1,645	1,820		29.48%	-0.326074	-1.1
tober 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	90		100.00%	0.00%	6	6	100.00%	0.00%		
ober 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28		96.55%	18.25%	3	3	100.00%	0.00%	-1.318011	-1.
ober 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	41		97.62%	15.25%	1,368	1,475	92.75%	25.94%	-1.200623	3 -1.
ober 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,936	2,937	99.97%							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6631.70	19,505	0.34							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15987.50	12,790	1.25							
ober 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	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3917.60	4,897	0.80							-
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4439.10	4,897	0.91							-
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	698.00	1,745	0.40							
tober 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1291.50		1.05							-
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1989.50	1,745	1.14							<u> </u>
tober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3157.75	3.715	0.85							<u> </u>
ober 2017	Pre-Ordering 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 Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11144.05		3.00							
tober 2017 tober 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A N/A	7782.60	3,715	3.00							
tober 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A N/A	6512.80	7,630	1.02							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI		TOTAL		N/A N/A	6512.80	5,815	1.12							
ober 2017			Pre-Order Response Times (Get CSR)		Diagnostic											
tober 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2382.72	.,	2.19							
tober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.36	1,142	0.58							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3045.08	1,088	2.80							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3751.17	6,581	0.57							
ober 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7772.00		0.58							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11523.17	6,581	1.75							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	253.00	1,100	0.23							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	864.80	1,880	0.46							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1187.01	981	1.21							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2304.81	1,880	1.23							
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2498.49		0.69							-
ober 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51544.20	2,710	19.02							
	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54042.69		14.92							
ober 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-XML	Pre-Order Response Times(Loop Quai Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response		N/A N/A	8440.25	4,823	14.92							
		FU-I-XIVIL			Diagnostic	N/A N/A	8440.25									
tober 2017 tober 2017		DO 4 1/14						4.523	1.80							
tober 2017 tober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic											
ober 2017		PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	67107.81	6,897	9.73							

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator CL			LEC Standard Deviatior C	IL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CIL-Q Standard Deviation	Modified Z Score	Parity
tober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48371.80	3,485	13.88					/		
ober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3999.60	792	5.05							
ber 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							
ber 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							
ber 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							
ber 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,216	2,812	78.81%							
ber 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	75	69.33%							
ber 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	474	77.85%							
ber 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,216	2,223	99.69%							
ober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	52	100.00%							-
ober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	370	99.73%							-
ober 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:15	3	1:25							
ober 2017	Pre-Ordering	PO-3X	Electronic I SRs Rejected Manually	Product Aggregate	Diagnostic	N/A	565:30	351	1:23							
ober 2017	Pre-Ordering Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	505.30	50	100.00%							
				Resale Aggregate												-
ober 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	385	385	100.00%							
ber 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,034	2,034	100.00%							
ober 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
ber 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	163	164	99.39%							
ober 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	531	531	100.00%							
ober 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
ober 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	7	12	58.33%	49.30%	1	64	1.56%	6 12.40%	-14.551534	4
ember 2017	Billing	BI-2	Invoices Delivered within 10 Days	onbundled Edops and Number Ponability	Parity by Design	N/A	1.618	1,623	99.69%	40.3076		04	1.507	12.4078	-14.331334	-
				All												
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,053,953	1,053,953	100.00%							
ember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
ember 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,136	2,142	99.72%	5.29%	51,391	51,958	98.91%	6 10.39%	-3.541261	1
ember 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	5,203,914	4,733,144	1.10					1		1
ember 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4367.93	26.443	0.17							1
tember 2017	Electronic Gateway Availability	GA-1		IMAGUI	Diagnostic	N/A	4367.93	29,340	100.00%							-
			Gateway Availability - LSR													
ember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
ember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
ember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
ember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							
ember 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26.580	26.580	100.00%							
ember 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ember 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
		GA-7 MR-5A					U	0								-
ember 2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	8	87.50%	33.07%	8	14	57.14%	6 49.49%	-1.384095	ذ
tember 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%							
tember 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%							
ember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	28	28.57%	45.18%	8	13	61.54%	6 48.65%	1.663137	7
tember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	7	12	58.33%	6 49.30%	-0.159464	4
tember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1		100.00%	0.00%						-
tember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	100.00%	0.00%	7	13	53.85%	6 49.85%	-1.218899	
							2				1					
tember 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	
tember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:03	7	3:09	1:45	56:17	13	4:20	0 2:37	-0.961914	1
ember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:56	5	2:35	1:32	11:21	3	3:47	7 0:37	-2.645608	8
ember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	142:16	24	5:56	8:46	11:21	3	3:47	7 0:37	1.439531	1
ember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	150:59	28	5:24	2:34	50.21	12	4.12	2 2:33	1 126391	1
ember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	546:04	51	10:42	6:35	98094:15	2,890	33:57		-4.666881	1
ember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2			N/A	42:37	6	7:06	7:40	67:45	2,050	9:41		-4.000001	
				Enhanced Extended Loops - DS1 Capable	Parity			6			67:45	1	9:41	10:25	-0.44427	-
ember 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						
		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:38	2	2:49	1:05	76:53	8	9:37		-0.890511	1
ember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	32:27	2	16:13	7:54	29156:47	756	38:34	4 43:35	-0.724023	3
mber 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%	3	15	20.00%	6 40.00%	-0.217854	4
mber 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%	40.00%	0	3	0.00%	6 0.00%	-0.318639	a
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	24	12.50%	33.07%	0	3			-0.50143	
ember 2017	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	0		0.00%	0.00%	0	14			-1.595448	-
		MR-7D MR-7D				N/A N/A	U	28			378					
	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity		4	51	7.84%	26.88%	3/8	3,171			-0.891493	
mber 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	3	13	23.08%	6 42.13%	-1.109765	2
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						7
mber 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%	6 42.13%	0.059717	1
mber 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	114	804	14.18%	6 34.88%	0.627535	5
ember 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	1.169	1.20%	10.88%	26	2.154	1.21%	6 10.92%	-0.023826	
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A		69,520	0.00%	0.38%		55,812			0.010020	+
ember 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%	0.00%	3.250	297.561	1.09%		-0.757709	
							U									
mber 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220	0.00%		27	2,457	1.10%		-1.497851	
mber 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,764	0.28%	5.32%	3	959			-0.13113	
mber 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%	6 5.58%	-0.705978	3
mber 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%	6 10.83%	-1.638056	5
nber 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		27	2,447	1.10%	6 10.45%	-0.446497	7
mber 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			-9.869832	
mber 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk		N/A	13	33,888	0.25%	0.24%	5,815	440,904	0.09%	0.40%	-0.000032	-
					Parity											-
mber 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%						
ember 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%							
mber 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%							
ember 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	709	715	99.16%	6 9.12%	-0.159002	2
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	IIS Trunk	Parity	N/A	1	1	100.00%	0.00%	5	5				1
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	91	91	100.00%	0.0078	5	5	100.00%	0.00%		+
	Ordering and Provisioning Ordering and Provisioning															-
ember 2017	If Independ and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	20	65.00%	47.70%						
ember 2017				Unbundled Loop Analog	Benchmark	90.00%	29	30	96.67%							
ember 2017 ember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas													
ember 2017 ember 2017		OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19	19	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
eptember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	5	5	100.00%							
	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%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	7	85.71%							
	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	-1.1172
eptember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	225									
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	146									
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	138									
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	15	3								
eptember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	8	1	8.00	0.00						
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	15		3.00							
September 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
September 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	33	7	4.71							
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	8	8	100.00%	0.00%		
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3	100.00%	0.00%	1,809	2,012	89.91%	30.12%	-0.579783	-1.3524
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	111	112	99.11%	9.41%	3	3	100.00%	0.00%	-1.941696	-2.1804
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	24	100.00%	0.00%	1	1	100.00%	0.00%		
September 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	35	37	94.59%	22.61%	1.515	1.643	92.21%	26.80%	-0.535328	-1.3254
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	INP	Benchmark	95.00%	3 472	3 478	99.83%							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6435.00	19.500	0.33							
	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15360.00									
September 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21795.00	,								
September 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST		N/A	3963.33									
September 2017			Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic Diagnostic	N/A	4484.27	.,								
	Pre-Ordering															
	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	696.00									L
September 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.24									
September 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1950.24									L
September 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3118.08									
September 2017			Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7980.00									
September 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11098.08									
September 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7699.23									
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6555.13	5,801	1.13							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14254.36									
September 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2374.02	1,089	2.18							_
eptember 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	649.80									
September 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3023.82	1.089	2.78							
September 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3684.80	6.580	0.56							
September 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7859.39									
September 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11544 19									
September 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.31	1.097								
				REQUEST	Diagnostic	N/A	252.31 860.20									
September 2017 September 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE		N/A	1176.00									
				TOTAL	Diagnostic	N/A N/A	2288.51	1.870								
September 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)		Diagnostic											<u> </u>
September 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2461.60									
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51555.12									
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54016.72									
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8243.91	4,821								
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8047.38		1.78							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67019.40	6,895	9.72							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26446.14	6,342	4.17							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47981.96	3,482	13.78							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3997.40	790	5.06							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17581.59	5,009	3.51							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3615.60		1.20							
September 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5501.40									
	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	INP	Diagnostic	N/A	2.175									
	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,175									
	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	26									
September 2017 September 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,175									
September 2017	Pre-Ordering Pre-Ordering	PO-28 PO-28	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	2,175									
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	356									L
	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	101:18									
September 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	765:18	301								L
September 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	25									
September 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	351									
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,973	1,975								
September 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
September 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	129									
September 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	521	522	99.81%							
September 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
September 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
August 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,740	1,742	99.89%							
August 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,108,807									
August 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5.696	.,,								
lugust 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,785			5.34%	86.255	86.726	99.46%	7.35%	-1.816588	-2.1044
ugust 2017	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):		Diagnostic	N/A N/A	2,785			0.04%	00,255	00,720	33.40%	1.35%	-1.010088	-2.1044
		BI-4B DB-1B	Reciprocal Compensation (MOU):	Reciprocal Compensation		N/A N/A	4 803 802									
ugust 2017	Database Updates			LIDB	Diagnostic		.,	.,								
ugust 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5383.47	31,907								L
ugust 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600									
ugust 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600									
ugust 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600									
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	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 Deviatior	Modified Z Score	Parity S
gust 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
ust 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ust 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
st 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.
st 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%						
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5								
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	17	-	65.38%							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29			43.67%	10	11	90.91%	28.75%	0.731997	-0.
							29									
	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%	12	14		34.99%	0.38532	-0
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
ust 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%							
ust 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	9	55.56%	49.69%	12	15	80.00%	40.00%	0.814728	
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	7	57.14%	49.49%	307	573	53.58%	49.87%	-0.187992	-1
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	2		0.00%	1.524	3,489			-1.605386	-1
		MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING		N/A	23:04	-	23:04	0:00	94342:50	2,421	38:58		-0.482372	- 2
	Maintenance and Repair				Parity											
	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	22:24		22:24	0:00	24392:25	741			-0.343334	-
st 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	
ust 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						
ust 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:59	5	2:36	1:47	7:02	1	7:02	0:00		
	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			
		MR-6D				N/A					19:02	10			1.750686	
	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity		139:22			3:06						
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	462:52	60		8:07	102826:32	2,670		33:35	-7.023905	-{
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:21	-	00	2:00	50:36	9		10:34	-0.235879	-1
ust 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		
	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						
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	37:13		00	2:23	55:02	10	5:30	9:58	-0.298867	-
		MR-6E				N/A N/A									-0.298867	- 1
	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity		36:21	4	0.00	9:59	26376:01	789				
	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		31.23%	-0.350679	
ist 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%		
ust 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	105	746	14.08%	34.78%	-0.404459	
ust 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%		
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	9		0.00%		19			-1.276155	
							0	9			4	19	21.03%	40.77%	-1.270133	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
st 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%		
st 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	
	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	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A		60	3.33%	17.95%	335	3.228		30.50%	-1.772843	
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2			N/A	2	2		0.00%	335	3,228		24.94%	-0.355036	
				Enhanced Extended Loops - DS1 Capable	Parity		0	2		0.0010	1	15		=	-0.355036	
ust 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%		
ust 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%						
ust 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	
ust 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	127	929	13.67%	34 35%	-0 794167	-1
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1.178		9.62%	29	2.185		11.44%	-0.951146	
		MR-8	Trouble Rate			N/A	2	.,	0.00%	0.54%	2.5	56,365		0.42%	0.461138	-0
	Maintenance and Repair			LIS Trunk	Parity		-				1					
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2			19.41%	3,424	301,392			1.203244	
ust 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	221	0.90%	9.47%	34	2,489	1.37%	11.61%	-0.565869	-
ust 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,803	0.28%	5.26%	1	975	0.10%	3.20%	1.373346	-
ust 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	27	13,357	0.20%	4.49%	1	975	0.10%	3.20%	0.937752	-
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48			10.58%	26	2 226			-0 130659	
				errent er			40	.,=		10.50 %		-,				
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18			34	2,480		11.63%	-0.498399	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	64	21,805	0.0010	5.41%	4,157	450,840	0.0270	9.56%	-9.483998	-
ust 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,149	2,419	88.84%	31.49%	-0.354384	
	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	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	33,888		0.23%						
	Network Performance	NI-1A	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk		N/A	9	13.087	0.05%	0.36%						
					Parity		6			U.36%						- 1
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	9	33,888								
	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%							
ust 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	34	1	34.00							
ust 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	1	2.00	0.00						
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	2		3.00	0.00	760	4	760.00	0.00		
	Ordering and Provisioning	OP-15B-RD				N/A	3		100.00%	0.00%	100	1	700.00	0.00		
			Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity		1	1								
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	1	0.00%	0.00%		
	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
st 2017		OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	13	13	100.00%	0.00%	7	7	100.00%	0.00%		
st 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	53	53	100.00%							
st 2017 st 2017		OP-3D			Parity	N/A	19			40.61%	2	3	66.67%	47 14%	-0.433013	
st 2017 st 2017 st 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable			45				-	0	22.0770			
t 2017 t 2017 t 2017 t 2017 t 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D		Unbundled Loop - DS1 Capable				48	33.13%							
t 2017 t 2017 t 2017 t 2017 t 2017 t 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%		1								
2017 2017 2017 2017 2017 2017 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog LIS Trunk	Benchmark Parity	N/A	5	5	100.00%	0.00%	1	1	100.00%	0.00%		
2017 2017 2017 2017 2017 2017 2017 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark	N/A 90.00%	5		0.00%		1	1	100.00%	0.00%		
t 2017 t 2017 t 2017 t 2017 t 2017 t 2017 t 2017 t 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Unbundled Loop Analog LIS Trunk	Benchmark Parity	N/A	5	5 2 5	0.00%	0.00%	1	1	100.00%	0.00%		
t 2017 t 2017 t 2017 t 2017 t 2017 t 2017 t 2017 t 2017 t 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark	N/A 90.00%	5		0.00%		1	1	100.00%	0.00%		
t 2017 t 2017	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark Parity Benchmark Parity Benchmark	N/A 90.00% N/A 90.00%	5		0.00% 100.00% 100.00%		1	1	100.00%	0.00%		
2 2017 2 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-4A	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Dispatches within MSAs	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Sub-Loop Unbundling	Benchmark Parity Benchmark Parity Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00	5 0 5 7 3		0.00% 100.00% 100.00% 3.00		1	1	100.00%	0.00%		
4 2017 4 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-4A	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Dispatches within MSAs Interval Zone 1 Areas	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00 6.00	5 0 5 7 3 85	5 7 1 31	0.00% 100.00% 100.00% 3.00 2.74		1	1	100.00%	0.00%		
4 2017 4 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-4A OP-4D	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Dispatches within MSAs	Urbundled Loop Analog LIS Trunk Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DST Capable Urbundled Loop Analog Sub-Loop Urbundling Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DST Capable	Benchmark Parity Benchmark Parity Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00	5 0 5 7 3	5 7 1 31	0.00% 100.00% 100.00% 3.00 2.74		1	1	100.00%	0.00%		
t 2017 t 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-4A	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Dispatches within MSAs Interval Zone 1 Areas	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Analog Sub-Loop Unbundled Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00 6.00	5 0 5 7 3 85	5 7 1 31 17	0.00% 100.00% 100.00% 3.00 2.74 5.71		1	1	100.00%	0.00%		
# 2017 # 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3E OP-3E OP-3E OP-3E OP-3E OP-4A OP-4D	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Dispatches within MSAs Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 0 St Capable Unbundled Loop Analog Sub-Loop Unbundled Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00 6.00 5.50	5 0 5 7 3 85 97	5 7 1 31 17 49	0.00% 100.00% 100.00% 3.00 2.74 5.71		1	1	100.00%	0.00%		
st 2017 st	Ordering and Provisioning Ordering and Provisioning	OP-3D           OP-3E           OP-3E           OP-3E           OP-3E           OP-3E           OP-4D           OP-4D           OP-4E	Interval Zone 1 Arass Interval Zone 2 Arass Interval Zone 2 Arass Interval Zone 2 Arass Dispetches within MSAs Interval Zone 1 Arass Interval Zone 1 Arass Interval Zone 1 Arass Interval Zone 1 Arass	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded	Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00 6.00 5.50 6.00 6.00	5 0 5 7 3 85 97 259 20	5 7 1 31 17 49 2	0.00% 100.00% 3.00 2.74 5.71 5.29 10.00		1	1	100.00%	0.00%		
st 2017 st	Ordering and Provisioning Ordering and Provisioning	OP-3D           OP-3D           OP-3E           OP-3E           OP-3E           OP-3E           OP-4D           OP-4D           OP-4D           OP-4E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Dispatches within MSAs Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Urbundled Loop Analog LIS Trunk Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DST Capable Urbundled Loop - Analog Sub-Loop Urbundling Urbundled Loop - DST Capable Urbundled Loop - DST Capable Urbundled Loop - DST Capable Urbundled Loop - DST Capable Urbundled Loop - DST Capable	Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00 6.00 5.50 6.00 6.00 5.50	5 0 5 7 3 85 97 259 20 20 10	5 7 1 31 17 49 2 2	0.00% 100.00% 3.00 2.74 5.71 5.29 10.00 5.00		1	1	100.00%	0.00%		
st 2017 st	Ordering and Provisioning Ordering and Provisioning	0P-3D 0P-3D 0P-3E 0P-3E 0P-3E 0P-3E 0P-4A 0P-4D 0P-4D 0P-4D 0P-4D 0P-4E 0P-4E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop Analog LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - A St Capable Unbundled Loop Analog Sub-Loop Unbundled Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - Analog Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00 5.50 6.00 6.00 5.50 6.00 6.00	5 0 5 7 3 85 97 259 20 0 10 35	5 7 1 31 17 49 2 2 2 7	0.00% 100.00% 3.00 2.74 5.71 5.29 10.00 5.00 5.00	0.00%	1	1				
st 2017 st	Ordering and Provisioning Ordering and Provisioning	OP-3D           OP-3D           OP-3E           OP-3E           OP-3E           OP-3E           OP-4D           OP-4D           OP-4D           OP-4E	Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Dispatches within MSAs Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 1 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas Interval Zone 2 Areas	Urbundled Loop Analog LIS Trunk Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DST Capable Urbundled Loop - Analog Sub-Loop Urbundling Urbundled Loop - DST Capable Urbundled Loop - DST Capable Urbundled Loop - DST Capable Urbundled Loop - DST Capable Urbundled Loop - DST Capable	Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	N/A 90.00% N/A 90.00% 6.00 6.00 5.50 6.00 6.00 5.50	5 0 5 7 3 85 97 259 20 20 10	5 7 1 31 17 49 2 2 2 7	0.00% 100.00% 3.00 2.74 5.71 5.29 10.00 5.00 5.00		1	1		0.00%	-0.456435	

ugust 2017         Ordering and P           ugust 2017         Pre-Ordering           ugust 2017		PID	PID Title	Product Category	Standard	Benchmark					CTL-Q Numerator	CTL-Q Denominator		CTL-Q Standard Deviation		
ugust 2017         Ordering and P           ugust 2017         Pre-Ordering           ugust 2017	lering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	28	29	96.55% 100.00%	18.25%	1.773	4	75.00% 93.56%			
ugust 2017         Pre-Ordering           ugust 2017	lering and Provisioning	OP-SA OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,931	5.944	99.78%	0.00%	1,773	1,095	93.36%	24.34%	-1.934019	-2.176103
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00% N/A	6681.68	19,652	0.34							
ggust 2017         Pre-Ordering           ggust 2017			Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16737.50	12,875								
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23419.18	19,652	1.19							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4329.60	4,920	0.88							
ugust 2017         Pre-Ordering           ugust 2017	-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4853.48	4,920	0.99							
ugust 2017         Pre-Ordering           ugust 2017	-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	725.70	1,770	0.41							
gugut 2017         Pre-Ordering           gugut 2017	-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           ugust 2017	-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           ugust 2017	-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3024.00	3,600	0.84							
ugust 2017         Pre-Ordening           ugust 2017	-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7991.55	3,717	2.15							
ugust 2017         Pre-Ordering           ugust 2017	-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11015.55	3,600	3.06							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7900.00	7,900	1.00							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6840.00	5,700	1.20							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14740.00	7,900	1.87							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2343.50	1,090	2.15							
gugust 2017         Pre-Ordering		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	660.00	1,200	0.55							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3003.50	1,090	2.76							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3380.00	6,500	0.52							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.00	13,200	0.60							
ugust 2017         Pre-Ordering           ugust 2017		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11300.00	6,500	1.74							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	274.50	1,098	0.25							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	855.00	1,900	0.45							
ggust 2017         Pre-Ordering           ggust 2017			Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1261.00	970	1.30							
ugust 2017         Pre-Ordering           ugust 2017		PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL REQUEST	Diagnostic	N/A N/A	2390.50 2590.00	1,900	1.26							
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times(Loop Qual Tools)		Diagnostic	N/A N/A		3,700								
ugust 2017         Pre-Ordering           ugust 2017			Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A N/A	51415.95 54005.95	2,699 3,700	19.05 14.60							
ugust 2017         Pre-Ordering           ugust 2017		PO-1-IMA GUI PO-1-XML	Pre-Order Response Times(Loop Quai Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A N/A	8160.00	4.800	14.60							
ugust 2017         Pre-Ordering           ugust 2017		PO-1-XML PO-1-XML	Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	8160.00	4,800	1.70							
ugust 2017         Pre-Ordering           ugust 2017		PO-1-XML PO-1-XML	Pre-Order Response Times (Appl. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic Diagnostic	N/A	67824.35	4,389	9.71							
ugust 2017         Pre-Ordering           ugust 2017		PO-1-XML PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	27392.00	6,400	4.28							
ugust 2017         Pre-Ordering           ugust 2017         Billing           ugust 2017         Billing           ugust 2017         Billing           ugust 2017         Billing<		PO-1-XML PO-1-XML	Pre-Order Response Times (Ger CSR Xive) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47913.06	3.477	4.20							
ugust 2017         Pre-Ordering           ugust 2017         Billing		PO-1-XML	Pre-Order Response Times (Ledp ddai Todis XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3956.40	785								
ugust 2017         Pre-Ordering           ugust 2017         Billing		PO-1-XML	Pre-Order Response Times (Neet Point Induly XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17500.00	5.000	3.50							
ugust 2017         Pre-Ordering           ugust 2017         Biling		PO-1-XML PO-1-XML	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3900.00	3.000	1.30							
ugust 2017         Pre-Ordering           ugust 2017         Billing           ugust 2017         Billing           ugust 2017         Database Upda           ugust 2017         Database Upda           ugust 2017         Electronic Gate           ugust 2017         Electronic Gate           ugust 2017         Electronic Gate           ugust 2017		PO-1-XML PO-1-XML	Pre-Order Response Times (Th Reservation XML) Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5781.66	1.671	3.46							
ugust 2017         Pre-Ordering           ugust 2017         Biling           ugust 2017         Biling           ugust 2017         Biling           ugust 2017         Database Upda           ugust 2017         Database Upda           ugust 2017         Database Upda           ugust 2017         Electronic Gata           ugust 2017         Electronic Gata           ugust 2017         El		PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2.195	2.767	79.33%							
ugust 2017         Pre-Ordering           ugust 2017         Dre-Ordering           ugust 2017         Billing           ugust 2017         Deabase Upda           ugust 2017         Deabase Upda           ugust 2017         Electronic Gata           ugust 2017<		PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	2,133	2,707								
ugust 2017         Pre-Ordering           ugust 2017         Billing           ugust 2017         Electronic Gate           ugust 2017         Electronic Gate           ugust 2017         Electronic Gate           ugust 2017         Electroni		PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	393								
ugust 2017         Pre-Ordering           ugust 2017         Bre-Ordering           ugust 2017         Billing           ugust 2017         Database Upda           ugust 2017         Electronic Gata           ugust 2017         Electro		PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,195	2,207	99.46%							
ugust 2017         Pre-Ordering           ugust 2017         Billing           ujk 2017         Billing           ujk 2017         Billing           ujk 2017         Database Upda           ujk 2017         Database Upda           ujk 2017         Electronic Gata           ujk 2017         Electron		PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	20								
ugust 2017         Pre-Ordering           ugust 2017         Biling           ugust 2017         Database Upda           ugust 2017         Electronic Gata           ugust 2017         E		PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	321	98.75%							
ugust 2017         Pre-Ordering           ugust 2017         Pre-Ordering           yugust 2017         Billing           yly 2017         Billing           yly 2017         Billing           yly 2017         Billing           yly 2017         Database Upda           yly 2017         Electronic Gata           yly 2017         Maintenance at           yly 2017         Maintenance at           yly 2017         Main	-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	101:39	4	25:25							
ugust 2017         Pre-Ordering           ugust 2017         Billing           uly 2017         Billing           uly 2017         Billing           uly 2017         Database Upda           uly 2017         Electronic Gata           uly 2017         Maintenance ar           uly 2017         Maintenance ar           uly 2017         Main	-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	575:56	298	1:56							
ugust 2017         Pre-Ordering           ugust 2017         Billing           uly 2017         Billing           uly 2017         Billing           uly 2017         Database Upda           uly 2017         Electronic Gata           uly 2017         Maintenance ar           uly 2017         Maintenance ar           uly 2017         Main	-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	20	20	100.00%							
ugust 2017         Pre-Ordering           ugust 2017         Billing           uly 2017         Database Upda           uly 2017         Database Upda           uly 2017         Electronic Gata           uly 2017         Electronic Gata<		PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	321	321	100.00%							
gugust 2017         Pre-Ordering           ugust 2017         Billing           ugust 2017         Database Upda           ugust 2017         Database Upda           ugust 2017         Electronic Gata           ugu 2017         M	-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,999	1,999	100.00%							
ugust 2017         Pre-Ordering           ugust 2017         Pre-Ordering           ugust 2017         Pre-Ordering           yagust 2017         Billing           yh 2017         Database Upda           yh 2017         Database Upda           yh 2017         Electronic Gate           yh 2017         Maintenance at           yh 2017         Maintenance at <t< td=""><td>-Ordering</td><td>PO-5B-(a)</td><td>FOCs on Time for Electronic/Manual LSRs</td><td>Resale Aggregate</td><td>Benchmark</td><td>90.00%</td><td>12</td><td>12</td><td>100.00%</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%							
ugust 2017         Pre-Ordering           ugust 2017         Pre-Ordering           ugust 2017         Pre-Ordering           yagust 2017         Billing           yh 2017         Database Upda           yh 2017         Database Upda           yh 2017         Electronic Gate           yh 2017         Maintenance at           yh 2017         Maintenance at <t< td=""><td>-Ordering</td><td>PO-5B-(b)</td><td>FOCs on Time for Electronic/Manual LSRs</td><td>Unbundled Loop AGG-EELs</td><td>Benchmark</td><td>90.00%</td><td>121</td><td>122</td><td>99.18%</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	121	122	99.18%							
ugust 2017         Pre-Ordering           jky 2017         Billing           jky 2017         Database Upda           jky 2017         Database Upda           jky 2017         Electronic Gata           jky 2017         Maintenance at           jky 2017         Maintenance at           jky 2017         Maintenance at	-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	516	516	100.00%							
by 2017 Billing Jy 2017 Billing Jy 2017 Billing Jy 2017 Billing Jy 2017 Billing Jy 2017 Billing Jy 2017 Database Upda Jy 2017 Electronic Gata Jy 2017 Electronic Gata	-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.00%							
uły 2017         Billing           uły 2017         Billing           uły 2017         Billing           uły 2017         Billing           uły 2017         Database Upda           uły 2017         Database Upda           uły 2017         Electronic Gata           uły 2017         Maintenance ar           uły 2017         Maintenance ar           uły 2017         Maintenance ar           uły 2017         Maintenance ar	-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	22	13.64%	34.32%	3	77	3.90%	19.35%	-2.082207	7 -2.265892
Jy 2017         Billing           Jy 2017         Billing           Jy 2017         Database Upda           Jy 2017         Database Upda           Jy 2017         Database Upda           Jy 2017         Database Upda           Jy 2017         Electronic Gata           Jy 2017         Maintenance at	ng	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,949	1,952	99.85%							
uły 2017         Billing           uły 2017         Database Upda           uły 2017         Database Upda           uły 2017         Database Upda           uły 2017         Electronic Gate           uły 2017         Maintenance ar           uły 2017         Maintenance ar           uły 2017         Maintenance ar	ng	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,134,487	1,134,487	100.00%							
u/y 2017         Billing           u/y 2017         Database Upda           u/y 2017         Database Upda           u/y 2017         Electronic Gate           u/y 2017         Maintenance ar           u/y 2017         Maintenance ar           u/y 2017         Maintenance ar	ng	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712								
uhy 2017         Database Upda           uhy 2017         Database Upda           uhy 2017         Electronic Gate           uhy 2017         Maintenance ar           uhy 2017         Maintenance ar           uhy 2017         Maintenance ar		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	3 -2.927061
uby 2017         Database Upda           uby 2017         Electronic Gate           uby 2017         Maintenance at           uby 2017         Maintenance at           uby 2017         Maintenance at           uby 2017         Maintenance at		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	6,712	6,712								
y 2017 Electronic Gate     y 2017 Electronic Gate     y 2017 Electronic Gate     y 2017 Electronic Gate     yl 2017 Maintenance ar     yl 2017 Maintenance ar     yl 2017 Maintenance ar	abase Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,045,810	3,766,648	1.07							
Jy 2017         Electronic Gate           Jy 2017         Maintenance ar           Jy 2017         Maintenance ar		DB-1C-1	All	Directory Listing	Diagnostic	N/A	4837.32	29,943	0.16							
y 2017 Electronic Gate dy 2017 Maintenance ar dy 2017 Maintenance ar	ctronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
Jly 2017         Electronic Gate           Jly 2017         Maintenance ar           Jly 2017         Maintenance ar	ctronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
Jy 2017 Electronic Gate Jy 2017 Maintenance ar	ctronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
uly 2017 Electronic Gate uly 2017 Electronic Gate uly 2017 Electronic Gate uly 2017 Electronic Gate uly 2017 Maintenance ar uly 2017 Maintenance ar	ctronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840								
Jly 2017 Electronic Gate Jly 2017 Electronic Gate Jly 2017 Maintenance ar Jly 2017 Maintenance ar	ctronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
uly 2017 Electronic Gate uly 2017 Maintenance ar uly 2017 Maintenance ar	ctronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
uly 2017 Maintenance ar uly 2017 Maintenance ar	ctronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
uly 2017 Maintenance ar	ctronic Gateway Availability	GA-7 MR-5A	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	400.0571				400.777			
	ntenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	2	2		0.00%	10	10	100.00%	0.00%		
Jv 2017 Maintenance ar		MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	1	5	20.00%							
	ntenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Parity	N/A N/A	12	20		49.49%	13	15	86.67%	33.99%	1.736055	5 0.055447
	ntenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	20			49.49%						
	ntenance and Repair ntenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk		N/A N/A	4	6	0.00%	47.14%	4	10	40.00%	48.99%	-1.054093	-1.640843
	ntenance and Repair ntenance and Repair ntenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	0	1	0.00%	U.00%						
	ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair			Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic	N/A N/A	1	1	100.00%	50.00%		10	40.00%	48.99%	-0.430331	1 -1.261623
	ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair	MR-5B		Unbundled Loop - US1 Capable	Parity	N/A	4	8	50.00%	50.00% 31.43%	4	489				
	ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2		Parity	NI/A										
	ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair	MR-5B MR-5B MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	9								
uly 2017 Maintenance ar uly 2017 Maintenance ar	ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair ntenance and Repair	MR-5B MR-5B			Parity Parity Parity	N/A N/A N/A	1 1 17:26	9	25.00%	43.30%	1,168	3,486	33.51%	47.20%	-0.226786	6 -1.137876

Month July 2017	PID Category Maintenance and Repair	PID MR-6D	PID Title Mean Time to Restore Interval Zone 1	Product Category Enhanced Extended Loops - DS1 Capable	Standard	Benchmark	CLEC Numerator CI	LEC Denominator	CLEC Result CLE 1:28	C Standard Deviation	CTL-Q Numerator CTL 16:31	-Q Denominator	CTL-Q Result C 2:45	TL-Q Standard Deviatior 1:23	Modified Z Score	Parity Score -1.685097
ily 2017 ily 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	42:03	2	1:28 8:25	7:36	16:31	6	2:45	0:00	-1.126884	-1.685097
y 2017 y 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	42.03	20	5:15	9:52	2:10	1	2:10	0:00		
ly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	124:15	35	3:33	2:15	32:25	11	2:57	1:20	1.226528	-0.25432
ly 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	422:27	49	8:37	6:15	129743:19	2,772	46:48	38:56	-6.804803	-5.13702
ly 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	-0.7885
ly 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						
ıly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1:36	1	1:36	0:00						
uly 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:56	8	3:37	1:31	44:47	8	5:36	3:57	-1.002525	-1.60949
uly 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	63:41	-0.881673	-1.53601
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%		
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%	0.00%	-0.253347	-1.15402
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%	0.00%		
luly 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%		
luly 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	20	5.00%	21.79%	0	1	0.00%	0.00%	-1.668391	-2.0143
luly 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	35	8.57%	27.99%	0	15	0.00%	0.00%	0.429091	-0.73913
luly 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	49	14.29%	34.99%	402	3,184	12.63%	33.21%	0.182253	-0.88919
uly 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
uly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
uly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
uly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	2	10	20.00%	40.00%	-1.054093	-1.64084
uly 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	96	782	12.28%	32.82%	-0.6467	-1.39316
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	1,202	0.67%	8.13%	20	2,214	0.90%	9.46%	-0.701473	-1.42646
uly 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%	40.0771	0.7555.15	
uly 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
uly 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	4	220	1.82%	13.36%	25	2,522	0.99%	9.91%	0.844334	-0.48668
uly 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
uly 2017 uly 2017	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	21	13,549 4 290	0.15%	3.93%	25	973 2 252	0.10%	3.20% 10.48%	0.491018	-0.70148
				and an	Parity		43	.,		9.96%		-,				
July 2017 July 2017	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - XDSLi Unbundled Loop Analog	Parity	N/A N/A	52	20 22 038	0.00%	4 85%	25	2,513 454 947	0.99%	9.92%	-0.446517 -9.915983	-1.271463
		NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog LIS Trunk	Parity	N/A N/A	52	22,038	0.24%	4.85%	3,966	454,947	0.87%	9.30%	-9.915983	
July 2017 July 2017	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A N/A	5	33,720	0.02%	0.13%						-2.954157
					Parity		0			0.03%						-2.992518
July 2017 July 2017	Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A N/A	5	33,720 13.087	0.02%							
luly 2017 luly 2017		OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date		Diagnostic	N/A N/A	0	13,087	11.00							
	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A		Sub-Loop Unbundling	Diagnostic		11	1		0.00	350		050.00	0.00		
luly 2017 luly 2017		OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	6	2	3.00	0.00	41,447	317	350.00 130.75	0.00 199.87	-0.648144	-1.394044
luly 2017 July 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog Unbundled Loop - DS1 Capable		N/A N/A	1	1	100.00%	0.00%	41,447	317	130.75	0.00%	-0.648144	-1.394044
July 2017 July 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	2	2	0.00%	0.00%	140	317	44.16%	49.66%	-0.88796	-1.539841
uly 2017 uly 2017	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-3C	No dispatches	Residence	Parity Parity	N/A N/A	0	1	100.00%	0.00%	765	317	44.16% 99.22%	49.66%	-0.88796	-1.539841 -1.053807
July 2017 July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	0	1	0.00%	0.00%	765	771	99.2270	0.79%	-0.060304	-1.053607
July 2017 July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	116	123	94.31%							
July 2017 July 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	90.00%	20	25	80.00%	40.00%						
luly 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	31	36	86.11%	40.0078						
luly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A			100.00%	0.00%						
luly 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	9	12	66.67%	0.0078						
July 2017 July 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	12	100.00%							
luly 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	361	292	1.24	0.58	-0.405063	-1.246261
July 2017 July 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	12	1	12.00	0.00	301	202	1.24	0.55	-0.403003	-1.240201
luly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	364	88	4.23							
luly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	114	25	4.56							
luly 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	39	4.85							
uly 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
uly 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	37	. 8	4.63							
uly 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1.966	2.174	90.43%	29.41%	-0.325192	-1.197703
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	137	143	95.80%	20.05%	2	2	100.00%	0.00%	-1.396235	-1.848851
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	25	96.00%	19.60%	1	- 1	100.00%	0.00%	-1.768825	-2.075369
uly 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	38	40	95.00%	21.79%	1,656	1,775	93.30%	25.01%	-0.426199	-1.259111
ulv 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3.422	3.427	99.85%		,					
luly 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6375.27	19.319	0.33							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15832.56	12.872	1.23							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22207.83	19.319	1.15							
luly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3289.26	4,217	0.78							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3776.11	4,217	0.90							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.60	1,760	0.41							
uly 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1310.04	1,213	1.08							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2031.64	1,760	1.15							
uly 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3219.57	3,879	0.83							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7982.95	3,713	2.15							
luly 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11202.52	3,879	2.89							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8154.64	7,841	1.04							
uly 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6608.16	5,648	1.17							
uly 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14762.80	7,841	1.88							
uly 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2272.47	1,077	2.11							
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	690.78	1,191	0.58							
uly 2017 uly 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2963.25	1,077	2.75							
uly 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3343.08	6.429	0.52							
uly 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7778.56	13,184	0.52							
		IWA GUI	· · · · · · · · · · · · · · · · · · ·		Diagnobilio	1915	1110.00	13,104	0.58							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity S
July 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11121.64	6,429	1.73							
ulv 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	228.90	1.090	0.21							-
uly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	791.20	1.978	0.40							_
ily 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1248.00	960	1.30							-
ily 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL		N/A	2268.10	1,978	1.15							
					Diagnostic											_
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2236.00	3,440	0.65							_
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	50227.52	2,638	19.04							
ly 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	52463.52	3,440	15.25							
ıly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8737.47	4,623	1.89							
uly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8418.18	4,866	1.73							
ly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67725.40	6,982	9.70							
y 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							
v 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47393.89	3,467	13.67							_
y 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3925.64	782	5.02							_
2017	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet P drit rinduity XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15014.61	4.797	3.13							
						N/A										_
y 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic		3716.12	3,046	1.22							_
ly 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5715.92	1,652	3.46							
y 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,121	2,635	80.49%							
y 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	70	47.14%							
y 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	442	81.67%							
y 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,121	2,132	99.48%							
y 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	33	100.00%							_
y 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	361	367	98.37%							-
/ 2017	Pre-Ordering Pre-Ordering	PO-26	LSRs received via facsimile			N/A	3:29	307	30.37%							
		PO-3C PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A N/A	460:55	307	3:29							-
2017	Pre-Ordering		and a second second	Product Aggregate	Diagnostic	1671										
y 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%							
y 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	350	359	97.49%							
y 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,931	1,965	98.27%							
y 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16	16	100.00%							
y 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	116	120	96.67%							
y 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	449	449	100.00%							-
v 2017	Pre-Ordering Pre-Ordering	PO-5B-(c)	FOCs on Time for manual LSRs via Facsimile	INP	Benchmark	90.00%	449	449	100.00%							-
							1	13								_
y 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13		100.00%							
y 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	22	22.73%	41.91%	4	80	5.00%	21.79%	-3.378714	-3
e 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,356	1,357	99.93%							
ie 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,154,302	1,157,225	99.75%							
ie 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	8,848	8,848	100.00%							
ne 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,702	2,706	99.85%	3.84%	63,779	64.566	98.78%	10.97%	-4.974524	-4
ne 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	8.848	8.848	100.00%							
	9			All			0,040	2								_
ne 2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days		Diagnostic	N/A	2	-	100.00%							_
ne 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,753,640	3,491,456	1.08							
ne 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5321.72	30,635	0.17							
ne 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
ne 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
ne 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XMI	Diagnostic	N/A	29.520	29.520	100.00%							
ne 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							_
ne 2017		GA-3		RepairGUI		N/A	40,740	40,740	100.00%							_
	Electronic Gateway Availability	0,10	Gateway Availability - Repair		Diagnostic	1671			100.0070							
ie 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880		100.00%							
ne 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
ie 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ne 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
ie 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%		-
ne 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%							_
e 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/14 Hours-Zone 1			N/A	12	18	66.67%							
	·····			Unbundled Loop - 2 Wire Non-Loaded	Diagnostic											
e 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	38	55.26%	49.72%	4	8	50.00%		-0.270604	
e 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	
e 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%							
0047		MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	9	33.33%	47.14%	393	684	57.46%		1.111736	
e 2017	Maintenance and Repair												5:08	3:32	-1.410416	-1
	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25:07	9	2:47	1:52	46:13	9	5.00			
e 2017	Maintenance and Repair					N/A N/A		9				9		0.00		
e 2017 e 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	283:30	9 2 5	141:45	102:37	46:13 195:23	9	195:23	8 0:00		
ie 2017 ie 2017 ie 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A N/A	283:30 56:34	-	141:45 11:19	102:37 11:40		9		8 0:00		
e 2017 e 2017 e 2017 e 2017 e 2017 e 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity	N/A N/A N/A	283:30 56:34 66:01	18	141:45 11:19 3:40	102:37 11:40 3:02	195:23	9	195:23		0.10/5	
e 2017 e 2017 e 2017 e 2017 e 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity Parity	N/A N/A N/A N/A	283:30 56:34 66:01 380:45	18 38	141:45 11:19 3:40 10:01	102:37 11:40 3:02 33:35	40:04	1	195:23	3:50	-0.404289	
e 2017 e 2017 e 2017 e 2017 e 2017 e 2017 e 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 0S1 Capable Unbundled Loop Analog	Parity Parity Parity Parity Parity	N/A N/A N/A N/A	283:30 56:34 66:01 380:45 469:04	18 38 64	141:45 11:19 3:40 10:01 7:20	102:37 11:40 3:02 33:35 7:24	195:23 40:04 114810:14	1 7 3,205	195:23 5:43 35:49	3:50 36:16	-6.222712	
e 2017 e 2017 e 2017 e 2017 e 2017 e 2017 e 2017 e 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E	Mean Time to Restore Intervial Zone 1 Mean Time to Restore Intervial Zone 2 Mean Time to Restore Intervial Zone 2	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 051 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	283:30 56:34 66:01 380:45 469:04 14:21	18 38	141:45 11:19 3:40 10:01 7:20 4:47	102:37 11:40 3:02 33:35 7:24 4:10	40:04	1	195:23	3:50 36:16		
e 2017 e 2017 e 2017 e 2017 e 2017 e 2017 e 2017 e 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 0S1 Capable Unbundled Loop Analog	Parity Parity Parity Parity Parity	N/A N/A N/A N/A	283:30 56:34 66:01 380:45 469:04	18 38 64	141:45 11:19 3:40 10:01 7:20	102:37 11:40 3:02 33:35 7:24	195:23 40:04 114810:14	1 7 3,205	195:23 5:43 35:49	3:50 36:16	-6.222712	
2017 2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E	Mean Time to Restore Intervial Zone 1 Mean Time to Restore Intervial Zone 2 Mean Time to Restore Intervial Zone 2	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 051 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	283:30 56:34 66:01 380:45 469:04 14:21	18 38 64	141:45 11:19 3:40 10:01 7:20 4:47	102:37 11:40 3:02 33:35 7:24 4:10	195:23 40:04 114810:14	1 7 3,205	195:23 5:43 35:49	3:50 36:16 2:14	-6.222712	
2017 2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - ASIC Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - A Wire Non-Loaded Unbundled Loop Analog	Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32	18 38 64 3 1	141:45 11:19 3:40 10:01 7:20 4:47 2:32	102:37 11:40 3:02 3:35 7:24 4:10 0:00	195:23 40:04 114810:14 31:35	1 7 3,205 9	195:23 5:43 35:49 3:31	3 3:50 36:16 2:14 30:59	-6.222712 0.809896	
2017 2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Rean Time to Restore Interval Zone 2	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - NS1 Capable Enhanced Entended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32	18 38 64 3 1	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00%	102:37 11:40 3:02 33:35 7:24 4:10 0:00 7:56	195:23 40:04 114810:14 31:35	1 7 3,205 9 837	195:23 5:43 35:49 3:31 32:33 10.00%	3 3:50 36:16 2:14 3 30:59 3 30.00%	-6.222712 0.809896 -1.262309	
2 2017 2 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rest-Zone 1 Repair Repeat Report Rest-Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - ADSI Capable Unbundled Loop Analog Enhanced Extended Loops - DSI Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Analog Enhanced Extended Loops - DSI Capable LIS Trunk	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32	18 38 64 3 1 3 9 2	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 0.00%	102:37 11:40 3:02 33:35 7:24 4:10 0:00 7:56 0.00% 0.00%	195:23 40:04 114810:14 31:35	1 7 3,205 9 837	195:23 5:43 35:46 3:31 32:33	3 3:50 36:16 2:14 3 30:59 3 30.00%	-6.222712 0.809896 -1.262309	
2 2017 2 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Reta-Zone 1 Repair Repeat Report Reta-Zone 1 Repair Repeat Report Reta-Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 20 St Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32	18 38 64 3 1 3 9 2 5	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 0.00% 20.00%	102:37 11:40 3:02 33:35 7:24 4:10 0:00 7:56 0.00% 0.00% 40.00%	195:23 40:04 114810:14 31:35	1 7 3,205 9 837	195:23 5:43 35:49 3:31 32:33 10.00%	3 3:50 36:16 2:14 3 30:59 3 30.00%	-6.222712 0.809896 -1.262309	
2 2017 2 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 SV ire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32		141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 0.00% 20.00% 5.56%	102:37 11:40 3:02 33:35 7:24 4:10 0:00 7:56 0.00% 0.00% 40.00% 22.91%	195:23 40:04 114810:14 31:35	1 3,205 9 837 10 1	195:23 5:43 3:31 32:33 10.00% 0.00%	3 3:50 36:16 2:14 3 30:59 30.00% 0.00%	-6.222712 0.809896 -1.262309 -0.725476	
<ul> <li>2017</li> </ul>	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repear Report Rest-Zone 1 Repair Repear Report Rete-Zone 1	US Trunk UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Erhanced Extended Loops - DS1 Capable Unbundled Loop - 3 Wire Non-Loaded Unbundled Loop - 3 Wire Non-Loaded Unbundled Loop - 3 DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - SD1 Capable	Parity	N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32	18 38 64 3 1 3 9 2 5 5 18 38	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 0.00% 20.00% 5.56% 10.53%	102.37 11:40 3:02 33:35 7:24 4:10 0:000 7:56 0.00% 40.00% 40.00% 40.00% 30.6%	195:23 40:04 114810:14 31:35 27243:33 1 0	1 7 3,205 9 837 10 1	195:23 5:49 3:31 32:33 10.00% 0.00%	3 3:50 3 36:16 2:14 3 30:09% 0.00% 30.00%	-6.222712 0.809896 -1.262309 -0.725476 -0.5955437	
<ul> <li>2017</li> </ul>	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 SV ire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32		141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 0.00% 20.00% 5.56%	102:37 11:40 3:02 33:35 7:24 4:10 0:00 7:56 0.00% 0.00% 40.00% 22.91%	195:23 40:04 114810:14 31:35	1 3,205 9 837 10 1	195:23 5:43 3:31 32:33 10.00% 0.00%	3 3:50 3 3:16 2:14 3 30:09 30.00% 0.00%	-6.222712 0.809896 -1.262309 -0.725476	
2017 2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repear Report Rest-Zone 1 Repair Repear Report Rete-Zone 1	US Trunk UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog Erhanced Extended Loops - DS1 Capable Unbundled Loop - 3 Wire Non-Loaded Unbundled Loop - 3 Wire Non-Loaded Unbundled Loop - 3 DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - SD1 Capable	Parity	N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32	18 38 64 3 1 3 9 2 5 5 18 38	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 0.00% 20.00% 5.56% 10.53%	102.37 11:40 3:02 33:35 7:24 4:10 0:000 7:56 0.00% 40.00% 40.00% 40.00% 30.6%	195:23 40:04 114810:14 31:35 27243:33 1 0	1 7 3,205 9 837 10 1	195:23 5:49 3:31 32:33 10.00% 0.00%	3 3:50 36:16 2:14 30:59 30.00% 0.00% 30.00% 32:30%	-6.222712 0.809896 -1.262309 -0.725476 -0.5955437	
2017 2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rest-Zone 1 Repair Repeat Report Rest-Zone 2	LIS Trunk     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 12 Wire Non-Loaded     Unbundled Loop - ADSL Capable     Unbundled Loop - ADSL Compatible     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - ADSL COMPATIBLE     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - ADSL COMPATIBLE     Unbundled Loop - DS1 Capable     Unbundled Loop - ADSL COMPATIBLE     Unbundled Loop - ADSL COMPATIBLE     Unbundled Loop - DS1 Capable     Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32	8 38 64 3 1 3 9 2 5 5 88 38 55	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 0.00% 0.00% 5.56% 10.53% 9.23% 3.33%	102.37 11:40 3:02 3:3:36 7:24 4:10 0:00% 0.00% 4:0.00% 40.00% 22.91% 30.88% 22.95% 47.14%	195:23 40:04 114810:14 31:35 27243:33 1 0 0 1 417	1 7 3,205 9 837 10 1 1 3,525	195:23 5:43 3:5:45 3:31 3:2:33 10.00% 0.00% 10.00% 11.83%	3 3:50 38:16 2:14 30:59 30.00% 0.00% 30.00% 32:30%	-6.222712 0.809896 -1.262309 -0.725476 -0.595437 -0.642908	
2017 2017 2017 2017 2017 2017 2017 2017	Mentenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7C	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Urbundled Loop - 32 St Capable     Urbundled Loop - ASSL Capable     Unbundled Loop - ASSL Capable     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - SST Capable     Urbundled Loop - SST Capable	Parity Pa	N/A	283:30 56:34 66:01 380:45 469:04 14:21 2:32	18 38 64 3 1 3 9 2 5 6 18 38 65 3 3 1	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 20.00% 5.56% 10.53% 9.23% 9.23% 9.33% 0.00%	102.37 11:40 3:02 3:3:35 7:24 4:10 0:00 7:55 0.00% 40.00% 40.00% 22.91% 30.6% 28.95% 47.14% 0.00%	195:23 40:04 114810:14 31:35 27243:33 1 0 1 417 417 2	1 7 3.205 9 837 10 1 1 3.525 10	195:23 5:45 3:5:46 3:31 32:33 10.00% 0.00% 10.00% 11.83% 20.00%	3.50 38:16 2:14 30:59 30.00% 0.00% 30.00% 32.30% 40.00%	-6.222712 0.809896 -1.262309 -0.725476 -0.595437 -0.642908 -0.202967	
2017 2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7F	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Restor Zone 1 Repair Repeat Report Restor Zone 1 Repair Repeat Report Restor Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 12 Wire Non-Loaded     Unbundled Loop - Anslo     Enhanced Extended Loops - DS1 Capable     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - Anslo     CoMPATIBLE     Unroundled Loop - ADSL COMPATIBLE     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - NIN Non-Loaded     Unbundled Loop - NIN Non-Loaded     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - NIN Non-Loaded     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - NIN Non-Loaded     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible	Parity Pa	N/A           N/A	283.30 56.34 66.01 380.45 469.04 14.21 2.22 2.23.46 0 0 1 1 1 4 6 6 1 1 0 0 0 0 1 1 1 1 4 0 0 0 0 0 0 0 0 0	18 38 64 3 1 3 9 2 5 18 38 66 3 3 1 3 3	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 20.00% 5.56% 10.53% 9.23% 9.23% 9.23% 0.00%	102.37 11:40 3:02 3:35 7:24 4:10 0:00 7:56 0.00% 40.00% 40.00% 22.91% 30.69% 47.14% 0.00%	195:23 40:04 114810:14 31:35 27243:33 1 0 1 417 2 126	1 7 3.205 9 837 10 1 1 3.525 10 10 905	195:23 5:43 3:5:45 3:31 32:33 10.00% 0.00% 10.00% 11.83% 20.00% 13.92%	3 3:50 3 3:61 2:14 3 30.59 3 30.00% 9 30.00% 9 30.00% 9 30.00% 9 30.00% 9 30.00% 9 30.00% 9 30.00% 9 30.00% 9 30.62%	-6.222712 0.809896 -1.262309 -0.725476 -0.595437 -0.642908 -0.202967 -0.695438	
2017 2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7C MR-7E MR-7E MR-7E MR-7E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repear Report Rest-Zone 1 Repair Repear Report Rate-Zone 2 Repair Repear Repair Repair Repair Repear Report Rate-Zone 2 Repair Repear Repair Re	LIS Trunk     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 20 SI Capable     Unbundled Loop - ADSL Company     Enhanced Extended Loops - DSI Capable     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - SI Capable     Enhanced Estended Loop - SI Capable	Parity Parity	NA NA NA NA NA NA NA NA NA NA NA NA NA N	283:30 56:34 66:01 380:45 469:04 14:21 2:32	18 38 64 3 3 3 9 2 5 5 5 8 8 8 65 3 3 1 1 3 3 708	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 20.00% 20.00% 5.56% 10.53% 9.23% 33.33% 0.00% 0.00% 0.00%	102.37 11:40 3:02 33.35 7:24 4:10 0:000 7:56 0.00% 40.00% 40.00% 40.00% 40.00% 40.00% 40.00% 42.91%	195:23 40:04 114810:14 31:35 27243:33 1 0 1 417 417 2	1 7 3.205 9 837 10 10 3.525 10 905 1.811	195-2: 5-4: 35-4: 35-4: 32-3: 32-3: 32-3: 32-3: 32-3: 10.00% 0.00% 10.00% 11.83% 20.00% 13.92% 1.05%	3 3:50 38:16 2:14 3 30:59 30:00% 30:00% 30:00% 30:00% 32:30% 40:00% 34:62% 10:19%	-6.222712 0.809896 -1.262309 -0.725476 -0.725476 -0.642908 -0.202967 -0.655438 1.429924	
2017 2017 2017 2017 2017 2017 2017 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7F	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Restor Zone 1 Repair Repeat Report Restor Zone 1 Repair Repeat Report Restor Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 12 Wire Non-Loaded     Unbundled Loop - Anslo     Enhanced Extended Loops - DS1 Capable     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - Anslo     CoMPATIBLE     Unroundled Loop - ADSL COMPATIBLE     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - NIN Non-Loaded     Unbundled Loop - NIN Non-Loaded     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - NIN Non-Loaded     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - NIN Non-Loaded     Unbundled Loop - ANSL COMPATIBLE     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Unbundled Loop - ANSL     Compatible     Unbundled Loop - ANSL     Compatible	Parity Pa	N/A           N/A	283.30 56.34 66.01 380.45 469.04 14.21 2.22 2.23.46 0 0 1 1 1 4 6 6 1 1 0 0 0 0 1 1 1 1 4 0 0 0 0 0 0 0 0 0	18 38 64 3 1 3 9 2 5 18 38 66 3 3 1 3 3	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 20.00% 5.56% 10.53% 9.23% 9.23% 9.23% 0.00%	102.37 11.40 3.02 33.36 7.24 4.10 0.00% 0.00% 40.00% 40.00% 22.91% 30.69% 47.14% 0.00%	195:23 40:04 114810:14 31:35 27243:33 1 0 1 417 2 126	1 7 3.205 9 837 10 1 1 3.525 10 10 905	195:23 5:43 3:5:45 3:31 32:33 10.00% 0.00% 10.00% 11.83% 20.00% 13.92%	3 3:50 38:16 2:14 3 30:59 30:00% 30:00% 30:00% 30:00% 32:30% 40:00% 34:62% 10:19%	-6.222712 0.809896 -1.262309 -0.725476 -0.595437 -0.642908 -0.202967 -0.695438	
e 2017 e 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7C MR-7E MR-7E MR-7E MR-7E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repear Report Rest-Zone 1 Repair Repear Report Rate-Zone 2 Repair Repear Repair Repair Repair Repear Report Rate-Zone 2 Repair Repear Repair Re	LIS Trunk     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 20 SI Capable     Unbundled Loop - ADSL Company     Enhanced Extended Loops - DSI Capable     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - SI Capable     Enhanced Estended Loop - SI Capable	Parity Parity	NA NA NA NA NA NA NA NA NA NA NA NA NA N	283.30 56.34 66.01 380.45 469.04 14.21 2.22 2.23.46 0 0 1 1 1 4 6 6 1 1 0 0 0 0 1 1 1 1 4 0 0 0 0 0 0 0 0 0	18 38 64 3 3 3 9 2 5 5 5 8 8 8 65 3 3 1 1 3 3 708	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 20.00% 20.00% 5.56% 10.53% 9.23% 33.33% 0.00% 0.00% 0.00%	102.37 11:40 3:02 33.35 7:24 4:10 0:000 7:56 0.00% 40.00% 40.00% 40.00% 40.00% 40.00% 40.00% 42.91%	195:23 40:04 114810:14 31:35 27243:33 1 0 1 417 2 126	1 7 3.205 9 837 10 10 3.525 10 905 1.811	195-2: 5-4: 35-4: 32-3: 10.00% 0.00% 10.00% 10.00% 11.83% 20.00% 13.92%	3 3:50 3 3:51 3 3:51 3 3:59 3 30.00% 0.00% 3 30.00% 3 30.00	-6.222712 0.809896 -1.262309 -0.725476 -0.725476 -0.642908 -0.202967 -0.655438 1.429924	
e 2017 e 2017 e 2017 e 2017 e 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7C MR-7E MR-7E MR-7E MR-8 MR-8	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	LIS Trunk     UNBUNDLE DLOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 128 (Capable     Unbundled Loop - Association (Capable)     Unbundled Loop - Association (Capable)     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - Association (Capable)     Unbundled Loop - Association (Capable)     Unbundled Loop - Association (Capable)     Unbundled Loop - Association     Unbundled Loop - Association     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	NA	283.30 56.34 66.01 380.45 469.04 14.21 2.22 2.23.46 0 0 1 1 1 4 6 6 1 1 0 0 0 0 1 1 1 1 4 0 0 0 0 0 0 0 0 0	18 38 64 3 3 3 9 9 2 5 5 18 38 65 5 3 3 3 3 3 3 708 70,102	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 0.00% 5.56% 0.00% 5.56% 10.53% 9.23% 33.33% 0.00% 0.00% 1.69% 0.00%	102.37 11:40 3:02 33.35 7:24 4:10 0:000 7:56 0.00% 40.00% 40.00% 40.00% 40.00% 40.00% 40.00% 42.91%	195:23 40:04 114810:14 31:35 277243:33 1 0 1 417 2 126 19 19 1	1 7 3.205 9 337 10 1 1 10 3.525 10 905 1,811 55873	195-2: 5-4: 35-4: 3-31 32-3: 10.00% 10.00% 10.00% 11.83% 20.00% 13.92% 1.05% 0.00%	3.550 36:16 2:14 3.0.59 30.00% 30.00% 32.30% 40.00% 34.62% 10.19% 0.42% 10.75%	-6.222712 0.808966 -1.262309 -0.725476 -0.595437 -0.642908 -0.202967 -0.695438 1.429924 0.441749	
e 2017 e 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E MR-7E MR-7E MR-8 MR-8 MR-8	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeart Report Rest-Zone 1 Repair Repeart Report Rest-Zone 2 Repair Repeart Report Rest-Zone 2 Texpair Repeart Report Rest-Zone 2 Trouble Rest	LIS Trunk     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 20 St Capable     Unbundled Loop - ADSL Company     Enhanced Extended Loops - DS1 Capable     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - 2 Nice Non-Loaded     Unbundled Loop - ADSL COMPATIBLE     UNBUNDLED LOOP - ADSL COMPATIBLE     Unbundled Loop - ADSL Compable     Unbundled Loop - ADSL Compable     Unbundled Loop - ADSL Compable     Unbundled Loop - SNI Capable     Unbundled Loop - 2 Wire Non-Loaded     Unbundled Loop - NSL Capable     Unbundled Loop - NSL Capable     Unbundled Loop - DS1 Capable     Unbundled Loop - DS1 Capable     Unbundled Loop - ADSL Compable     Unbundled Loop - SNI Capable     Unbundled Loop - SNI Capable     Unbundled Loop Analog     Enhanced Extended Loops - DS1 Capable     LIS Trunk     Residence	Parity Parity	N/A           N/A	283.30 56.34 66.01 380.45 469.04 14.21 2.22 2.23.46 0 0 1 1 1 4 6 6 1 1 0 0 0 0 1 1 1 1 4 0 0 0 0 0 0 0 0 0	18 38 64 3 3 3 3 9 2 5 5 18 38 65 3 11 3 3 70,192 70,192 53	141:45 11:19 3:40 10:01 7:20 4:47 2:32 9:55 0.00% 20.00% 5.56% 10.53% 9.23% 9.23% 0.00% 3.33% 0.00% 0.00%	102.37 11:40 3:02 33.35 7:24 4:10 0:000 7:56 0.00% 40.00% 40.00% 40.00% 40.00% 40.00% 40.00% 42.91%	195:23 40:04 1144810:14 31:35 27243:33 1 0 0 1 1 417 2 2 2 2 126 19 19 126 19 3,003	1 7 3.205 9 837 10 10 3.525 10 905 1,811 55,873 308,191	195-22 5-45 3-5-45 3-3-3 3-2-35 10.00% 0.00% 10.00% 11.83% 20.00% 13.92% 1.05% 0.00%	3.50 38:16 2:14 30:59 30.00% 30.00% 30.00% 32.30% 40.00% 34.62% 40.00% 34.62% 40.00% 34.62% 40.00% 34.62% 40.019% 40.010% 40.010% 40.010% 40.010% 40.010% 40.010% 40.010% 40.010% 40.00% 400	6.222712 0.808966 -1.262309 -0.725476 -0.642908 -0.202967 -0.695438 1.429924 0.441749 -0.791729	

Month	PID Category	PID	PID Title	Product Category	Standard							CTL-Q Denominator				
une 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	38	4,379	0.87%	9.27%	18	2,202	0.82%	9.00%	0.213999	
une 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	20	0.00%		20	2,529	0.79%	8.86%	-0.397712	
ine 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	67	22,268	0.30%	5.48%	4,430	459,851	0.96%	9.77%	-9.884404	
ine 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	33,504	0.00%	0.08%						-2.99
ine 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,087	0.00%	0.02%						-2.992
une 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	33,744	0.01%							
une 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%							
une 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	134	9	14.89	0.33						
une 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	4	2	2.00	0.00	330	2	165.00	233.35	-0.698536	
une 2017	Ordering and Provisioning	OP-15A	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	-0.4595
une 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9	9	100.00%	0.00%						
lune 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1	2	50.00%	50.00%	-1	-1.6079
June 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	132	278	47.48%	49.94%	-3.224962	-2.9606
lune 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
une 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	5	100.00%							
une 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
une 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	126	153	82.35%							
une 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	26	27	96.30%	18.89%						
ine 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	27	28	96.43%							
ine 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
ine 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
une 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	18	18	100.00%							
une 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5								
une 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
une 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	20	4	5.00							
une 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	1	5.00	0.00	10	1	10.00	0.00		
une 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	277	88	3.15							
une 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	135	22	6.14							
une 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	131	28	4.68							
une 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	24	5	4.80							
une 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	58	16	3.63							-
une 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25	5	5.00							
lune 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	1	1	100.00%	0.00%		
une 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2	3	66.67%	47.14%	-0.612372	-1.3722
une 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	168	172		15.07%	- 6	6	100.00%	0.00%	-1.13016	
une 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	31	33	93.94%	23.86%	- 2	- 3	66.67%	47.14%	-0.959403	-1.583
une 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	30	33	90.91%	28.75%	1.820	1.939	93.86%	24.00%	0.426702	
lune 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,799	7.806	99.91%	20.7070	1,020	1,000	00.0070	24.0070	0.420702	0.1400
lune 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6582.18	19.946	0.33							
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	14546.62	12.022	1.21							
lune 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21128.80	19.946	1.06							
June 2017 June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A N/A	3752.58	4.811	0.78							
June 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4228.64	4,011	0.78							
lune 2017 lune 2017		PO-1-IMA GUI		REQUEST		N/A N/A	4228.64	4,811	0.88							
	Pre-Ordering		Pre-Order Response Times (Facility Assignment)		Diagnostic											
June 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1269.88	1,198	1.06							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1982.46	1,738	1.14							
lune 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2904.72	3,458	0.84							
lune 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7952.24	3,716	2.14							
une 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10856.96	3,458	3.14							
une 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7985.52	7,394	1.08							
une 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6773.50	5,890	1.15							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14759.02	7,394	2.00							
une 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2315.31	1,087	2.13							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							
une 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2962.23	1,087	2.73							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3690.40	6,590	0.56							
une 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7858.42	13,549	0.58							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11548.82	6,590	1.75							
une 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.08	1,096	0.23							
une 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	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1240.20	954	1.30							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2310.23	1,995	1.16							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2653.20	3,685	0.72							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53181.40	2,780	19.13							
une 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55834.60	3,685	15.15							
une 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8374.95	4,527	1.85							
une 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7921.67	4,579	1.73							
ine 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							
ine 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							
une 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							
ine 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3914.21	769	5.09							
ine 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							
ine 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Th Reservation XML)	XML Request/Response	Diagnostic	N/A	3787.20	3 156	1.20							
une 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A N/A	5577.52	1.612	3.46							
une 2017	Pre-Ordering	PO-2A	All Electronic LSRs	INP	Diagnostic	N/A	2 137	2.625	81.41%							
ine 2017 ine 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	2,137	2,625	40.82%							
ine 2017 ine 2017	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	426	49	40.82%							
	Pre-Ordering Pre-Ordering	PO-28	All Electronic LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate		N/A N/A	420	2.146	99.58%							
ino 2017		PO-28 PO-28			Diagnostic	N/A N/A	2,137	2,146	99.58%							
une 2017			All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic			=-								L
une 2017	Pre-Ordering		All Floor diseases Floor LOD.	I followed by the second	Diama II.											
une 2017 une 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	426	430	99.07%							
ine 2017			All Flow-through Eligible LSRs LSRs received via facsimile Electronic LSRs Rejected Manually	Unbundled Loop Aggregate Product Aggregate Product Aggregate	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	426 99:28 302:01	430 6 287	99.07% 16:35 1:03							

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity
une 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	19	19	100.00%							
2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	413	413	100.00%							
2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,943	1,943	100.00%							
2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							
)17	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	154	160	96.25%							
017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	457	457	100.00%							
017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							
2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	13	43	30.23%	45.93%	1	69	1.45%	11.95%	-12.39609	a
2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,714	1,718	99.77%							-
2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1 160 944	1 165 345	99.62%							-
2017		BI-3A BI-3B				N/A N/A	2.383	2.383	100.00%							-
	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic											
2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,014	3,014	100.00%	0.00%	50,010	50,546	98.94%	10.24%	-5.521394	4
2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,383	2,383	100.00%							
2017	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,428,448	4,099,559	1.08							
2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5286.08	30,166	0.18							
2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30.600	100.00%							1
2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							-
2017	Electronic Gateway Availability	GA-3	Gateway Availability - Cont	FBTA	Diagnostic	N/A	43,200	43,200	100.00%							-
		GA-3				N/A N/A	43,200									
2017	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic			42,180	100.00%							
2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	0	0								
2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	7	57.14%	49.49%	5	11	45.45%	49.79%	-0.485504	4
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%						
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	100.00%							1
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	10	30.00%					ł		1
2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Canable	Parity	N/A	19	32	59.38%	49.11%	0	15	60.00%	48.99%	-0.284255	5
2017	Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/r 4 Hours-Zone 1 All Troubles Cleared w/r 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	0	32	0.00%	49.11%	9	19		46.99%	-0.264255	-
		MR-5B MR-5B				N/A N/A			0.00%	0.00%	14	19	/ 3.08%	44.03%	1.281552	-
2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity		0	2							/	_
/ 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%	13	18		44.79%	-0.421941	
/ 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	11	45.45%	49.79%	410	692		49.14%	0.62257	
2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,358	4,409	53.48%	49.88%	-0.932528	5
2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	142:25	1	142:25	0:00	26262:54	683	38:27	40:49	2.365618	3
2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	21:04	1	21:04	0:00	31342:07	820	38:13	42:18	-0.405328	3
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:43	7	4:58	3:05	75:47	11	6:53	5:36	-0.712428	3
/ 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						1
y 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:42	2	2:51	0:28	4:12	1	4:12	0:00		-
/ 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	57:27	10	5:45	3:03	4:12	4	4:12			-
y 2017 y 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable		N/A N/A	135:37	32	4:14	2:12	4.12	14		5:16	-1.027192	
					Parity											
2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	352:09	58	6:04	7:06	121214:15	3,498	000	83:01	-2.600497	
/ 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	5
/ 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						
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	4
2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	70:28	10	7:03	5:42	32532:03	869	37:26	41:59	-2.275743	3
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	3
2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	5		48.99%	-0.745356	
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	7	14.29%	34.99%	2	16		39.03%	-0.252397	
		MR-7D MR-7D				N/A N/A	1	/			3	16	18.75%	39.03%	-0.252397	
2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity		0	1	0.00%	0.00%						
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	10	0.00%	0.00%	0	1	0.00%	0.00%		
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	32	15.63%	36.31%	3	16	18.75%	39.03%	-0.261488	5
2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58	6.90%	25.34%	502	3,854	13.03%	33.66%	-1.376446	5
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		46.48%	-0.913874	4
/ 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	10	2.1.2070			1
/ 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	7	42.86%	49.49%	0	19	31.58%	46.48%	0.094262	2
2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable		N/A N/A	3	1	42.86%	49.49%	109	931	31.58%	46.48%	-0.167081	_
					Parity		1	10								
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		12.62%	-0.68646	1
2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	70,960	0.00%	0.65%	0	56,209	0.00%			
2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	53	1.89%	13.61%	3,933	311,518		11.17%	0.024854	
/ 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
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	3
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	9
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%		-1.889073	
2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	4,433	0.00%	0.0178	35	2,201		11.55%	-0.521617	
		MR-8	Trouble Rate			N/A N/A	68		0.30%	5.48%	4.778		1.03%	10.09%	-10.566765	
2017	Maintenance and Repair			Unbundled Loop Analog	Parity			22,538				464,296				
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	1
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%						
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%						
2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	34,296	0.01%							
2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,087	0.00%							1
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						t
2017	Ordering and Provisioning 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	á –
2017 2017		OP-15A OP-15B-RD				N/A N/A	2,000	12	173.83	0.00%	30,495	291	132.29	190.42	0.792019	+
	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity		6	6								-
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	1
2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
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%		
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	74	86.49%							1
2017		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
2017	Ordering and Provisioning															

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	2	00.0070							
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	10		0.00%	1	1	100.009	% 0.00%		
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	9	9								
May 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.0070							
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	266	78								
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	87	19								
May 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	189	41								
May 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	12	4	0.00							
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		0.00%	2	2	100.009	6 0.00%		
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	117	117		0.00%						
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	28		0.00%	7	7	100.009			
May 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	44	46		20.39%	1,829	1,950	93.79	% 24.12%	-0.5161	-1.313766
May 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,331	7,338								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6919.85	19,771	0.35							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15725.16	12,996	1.21							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22645.01	19,771	1.15							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.76	4,126	0.76							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3596.20	4,126	0.87							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	755.94	1,758	0.43							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1254.75	1,195	1.05							
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2010.69	1,758								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3239.04	3,856						1		
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7994.79	3,789								
May 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11233.83	3.856	2.91							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8333.16	7,788								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
May 2017 May 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14819.16	7.788								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2196.03	1,031								<u> </u>
May 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	667.52	1,031								<u> </u>
May 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL		N/A	2863.55	1,192	2.78							
					Diagnostic			.,								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3654.56	6,526								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7429.38	13,034								
May 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11083.94	6,526	1.70							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	272.75	1,091								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.58	1,938								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1245.87	981	1.27							
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2313.20	1,938								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2548.08	3,539								
May 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52664.64	2,766								
May 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55212.72	3,539								
May 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8393.45	4,537	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						1		
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,078	2,591								
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	59	59.32%							
May 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	471								('
May 2017	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	I NP	Diagnostic	N/A	2 078	2 085	99.66%							
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	2,005								
May 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	369								
May 2017	Pre-Ordering Pre-Ordering	PO-26 PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:51	309	4:51					+		('
May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-3C PO-3X	Electronic LSRs Rejected Manually	Product Aggregate Product Aggregate	Diagnostic	N/A N/A	4:51	266	4:51							<u> </u>
May 2017 May 2017	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	N/A 95.00%	276:54	200								('
		PO-5A-(a) PO-5A-(b)					35									
May 2017	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%		398								L
May 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,871	1,871								<u> </u>
May 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							
May 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	153	154	99.35%							
May 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	453	453	100.00%							
May 2017	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
May 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13								
May 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	15	20.00%	40.00%	6	69	7.25	% 25.93%	-1.726785	-2.049811