

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington August 2017 - August 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.

September 11, 2018

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category			CLEC Numerator C	CLEC Denominator		C Standard Deviatior C	FL-Q Numerator CT	L-Q Denominator	CTL-Q Result CTL	Q Standard Deviation	Addified Z Score	Parity Score
August 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,839	1,840	99.95%							
August 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	951,237	951,237	100.00%							
August 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,687	3,687	100.00%							
August 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,127	2,136	99.58%	6.48%	50,115	50,594	99.05%	9.68%	-2.456192	-2.49325
August 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,687	3,687	100.00%							
August 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,791,558	3,736,924	1.01							
August 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2780.64	35,842	0.08							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
August 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
August 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	9	66.67%	47.14%	9	11	81.82%	38.57%	0.264984	-0.83890
August 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	100.00%							
August 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	9	19	47.37%							
August 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	20	31	64.52%	47.85%	10	12	83.33%	37.27%	0.824874	-0.49851
August 2018	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%	5	14	35.71%	47.92%	-1.774824	-2.07901
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	5	12	41.67%	49.30%	-0.338062	-1.20552
August 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	6	66.67%	47.14%	326	530	61.51%	48.66%	-0.258166	-1.15695
August 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	3:06	1	3:06	0:00	74843:11	1,806	41:26	69:23	-0.552509	-1.33590
August 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	32:39	9	3:38	1:30	40:28	6	6:45	9:12	-0.642441	-1.39057
August 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4:06	2	2:03	0:01						
August 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	89:02	19	4:41	3:13						
August 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	123:51	31	4:00	4:01	42:54	7	6:08	8:34	-0.595633	-1.36211
August 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	489:47	54	9:04	7:49	89296:13	2,325	38:24	64:37	-3.298412	-3.00529
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5:10	2	2:35	0:42	136:39	13	10:31	13:35	-0.768193	-1.46702
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	24:28	6	4:05	1:09	126:27	11	11:30	14:39	-0.997784	-1.6066
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	49:49	7	7:07	4:32	22245:42	566	39:18	64:40	-1.308899	-1.79575
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	911	1.21%	10.92%	25	1,985	1.26%	11.15%	-0.11648	-1.07081
August 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	63.041	0.00%	10.0270	0	51.091	0.00%	11.1070	0.11040	
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	46	2.17%	14.58%	2,739	260,938	1.05%	10.19%	0.293335	-0.82166
August 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	226	0.00%	14.3076	2,735	2.293	1.22%	10.98%	-1.59473	-1.96952
August 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1,337	0.15%	3.86%	20	915	0.00%	10.3078	-1.58475	-1.50552
August 2018 August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	19	1,337	0.15%	4.09%	0	915	0.00%			
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		N/A	37	3,598	1.03%	4.09%	24	2,038	1.18%	10.79%	-0.499121	-1.30344
August 2018 August 2018	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A N/A	37	3,598	0.00%	10.09%	24	2,038	1.18%	10.79%	-0.499121	-1.30344
					Parity		0	1.0				-,				
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	61	19,121	0.32%	5.64%	3,349	398,050	0.84%	9.13%	-7.724288	-5.69603
August 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,749	2,083	83.97%	36.69%	-0.436892	-1.26561
August 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	30,624	0.03%	0.28%						-2.91437
August 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%	0.50%						-2.92830
August 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	18	31,104	0.06%							
August 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,015	0.02%							
August 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	1	2.00	0.00						
August 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2	2	1.00	1.41	48,088	243	197.89	273.25	-1.014873	-1.61699
August 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
August 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	2	50.00%	50.00%	123	243	50.62%	50.00%	-0.017389	-1.01057
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	5	6	83.33%	37.27%	-0.632456	-1.38450
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57	65	87.69%							
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	16	16	100.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	14	100.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	9	12	75.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	3	3	100.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	4	4	100.00%							
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	104	49	2.12							
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40	8	5.00							
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	72	16	4.50							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	.0	5.00							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	6	2	3.00							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	75	15	5.00							
August 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	761	764	99.61%							
August 2018 August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00%	3286.28	11.838	0.28							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	8 278	0.28							
August 2018 August 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	10831.89	11.838	0.92							
August 2018 August 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,636	0.92							
August 2018 August 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI		TOTAL	Diagnostic	N/A N/A	739.59	1,581	0.47							
August 2018 August 2018		PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST		N/A N/A	491.52	1,581	0.54							
	Pre-Ordering Pre-Ordering				Diagnostic											
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A N/A	97.84	1,136	0.09							
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)		Diagnostic		589.36	1,204	0.49							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244.14	1,498	0.83							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	231.60	1,469	0.16							
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.74	1,498	0.99							
August 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	3,560	0.88							
August 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	3,560	2.71							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	448	0.97							
August 2018																

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	TI -Q Numerator	CTI -Q Denominator	CTI -O Result	CTI -Q Standard Deviation	Modified Z Score	Parity Score
August 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	448				ore a periorititator	OTE & ROOM	ore a oranda o bornario		r any ocore
August 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	3.452								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	6.866	0.33							
August 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	3.452								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00	225								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	490								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95	225								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	490								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,664	0.41							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	38560.40	1,660	19.65							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39245.51	1,664	23.59							
August 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523								
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479								
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl: Scheduler XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176								
August 2018		PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check AML) Pre-Order Response Times (Get CSR XML)	XML Request/Response		N/A	25880.94	7,176								
	Pre-Ordering				Diagnostic											
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568								
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775								
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1.916	2.449	78.24%							
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	56	58.93%							
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	297	359								
August 2018	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	LNP		N/A	1,916	1,979								+
		PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs		Diagnostic	N/A N/A	1,916	1,979								
August 2018	Pre-Ordering			Resale Aggregate W/O UNE-P-POTS	Diagnostic									/		
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	297	299								
August 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	534:07	252								
August 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	33	33								
August 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	299	299	100.00%							
August 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,699	1,699	100.00%							
August 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%							
August 2018	Pre-Ordering	PQ-5B-(b)	EQCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	102	102	100.00%							
August 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	454	454	100.00%							
August 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	22	22								
						N/A	22	12		43.30%	0	56	5.36%	00.500/	-2.742359	0.00700
August 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity		3			43.30%	3	56	5.36%	22.52%	-2.742359	9 -2.667236
July 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,651	1,651								
July 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	914,133	914,583								
July 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,045	4,045	100.00%							
July 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,803	1,803	100.00%	0.00%	51,281	52,102	98.42%	5 12.45%	-5.282067	7 -4.211268
July 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,045	4,045	99.99%							
July 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,960,887	4,670,943	1.06							
July 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1855.55	21,243	0.09							
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30.060	30,060								
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30.060	30.060								
		GA-1		XMI		N/A	30,060	30,060								
July 2018	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic											
July 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900								
July 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820								
July 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
July 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	9	55.56%	49.69%	0	1	0.00%	0.00%		
July 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	10	60.00%							
July 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	6								
July 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	22		34.32%	2	2	66.67%	47.14%	-0.678903	3 -1.412744
July 2018 July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6			0.00%	9	12			-0.676903	
July 2018 July 2018	Maintenance and Repair Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable		N/A N/A	6	6	100.00%	0.00%	э	12	/5.00%	43.30%	-1.154/01	-1.702008
					Parity		1	1						/		
July 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.0070	0.00%	7	10			-0.845154	
July 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	11	11		0.00%	282	467			-2.65523	
July 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	0	2		0.00%	1,309	2,766				
July 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	99:54	2		31:05	74917:46	2,019				
July 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	2:25	1	2:25	0:00	20922:40	495			-1.011154	4 -1.614738
July 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	39:38	9		3:19	11:46	1				1
July 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39:57	10		1:41	-					<u> </u>
July 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	61:09	6		8:41				· · · · · · · · · · · · · · · · · · ·		
July 2018 July 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	69:18	22		2:12	12:11		6:06	6 8:02	-0.496288	8 -1.301722
												2				
July 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	243:41	34		7:39	76948:26	2,125				
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:52	6		1:18	27:18	10	2:44	1:37	-1.095367	7 -1.665936
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:13	1	3:13	0:00						
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:34	2	2:47	0:54	23:21	9	2:36	s 1:40	0.01504	4 -0.990856
July 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	26:06	2	13:03	14:11	24254:22	612	39:38	3 37:59	-0.987911	1 -1.600607
July 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%				1		1
July 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0		0.00%	0.00%	77	575	13.39%	34.06%	-0.392874	4 -1.23885
July 2018 July 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Disp out WSA	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	9		31.43%		3/5			-0.392874	
		MR-7D MR-7D				N/A	1	9		31.43%	U	3	0.00%	0.00%	-0.07449	-1.410001
July 2018	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity		0									
July 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	6		0.00%						
July 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	22		38.57%	0	3	0.00%	0.00%	-0.197446	
July 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	34		23.53%	337	2,537			-1.263096	
July 2018	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%	5	12	41.67%	49.30%	-1.690309	-2.027635
July 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	5	12	41.67%	49.30%	-1.106567	7 -1.672745
		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2		0.00%	105	722			-0.582595	
July 2018								2	0.00%	0.00%						
July 2018	Maintenance and Repair					1										
July 2018 July 2018 July 2018 July 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	15	942 64,168		12.52% 0.39%	13	2,007 51,355		8.02%	2.981493	3 0.812619

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator							CTL-Q Standard Deviation		
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	47	2.13%	14.43%	2,681	263,504	1.02%	10.04%	0.301016	-0.81699
July 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2			9.37%	15	2,316	0.65%	8.02%	0.114556	-0.93035
July 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10	1,374	0.73%	8.50%	0	921	0.00%			
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	11,481	0.05%	2.29%	0	921	0.00%			
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	24	3,706	0.65%	8.02%	13	2,064	0.63%	7.91%	0.081707	-0.95032
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	14	0.00%		15	2,307	0.65%	8.04%	-0.301779	-1.18346
July 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	36	19,340	0.19%	4.31%	3,259	401,779	0.81%	8.97%	-9.46497	-6.75429
July 2018	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	512	575	89.04%	31.23%	-0.350476	-1.21307
July 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	30,936	0.00%	0.04%						-2.99115
July 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%	0.14%						-2.96664
July 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	31,320	0.05%							
July 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%							
July 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	6	2	3.00							
July 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	555	557	99.64%	5.98%	-0.059976	-1.03646
July 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
July 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	45	53	84.91%							
July 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	17	17	100.00%	0.00%	1	1	100.00%	0.00%		
July 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45	47	95.74%							
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	15	16	93.75%							
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0	1	0.00%							
July 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
July 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	90	30	3.00							
July 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	16	5	3.20							
July 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	255	48	5.31							
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	18	3	6.00							
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	7	3	2.33							
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	0	1	0.00%	0.00%	1,443	1,578	91.44%	27.97%	1.364975	-0.17015
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	68	71	95.77%	20.12%	2	2	100.00%	0.00%	-1.398042	-1.84994
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	18	18	100.00%	0.00%	17	17	100.00%	0.00%		
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	50	51	98.04%	13.86%	1,256	1,341	93.66%	24.37%	-1.259381	-1.76564
July 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,041	4,051	99.75%							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6428.73	19,481	0.33							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16785.60									
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23214.33	19,481	1.19							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4091.07	4,929	0.83							
July 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.07	4,929	0.94							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	927.57	1,893	0.49							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1439.94	1,398	1.03							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2367.51	1,893	1.25							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3075.82	3,751	0.82							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5406.80	3,862	1.40							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8482.62	3,751	2.26							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8379.72	7.759	1.08							
July 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6597.55	5.737	1.15							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14977.27	7,759	1.93							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2640.37	1,153								
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	658.35	1,197	0.55							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3298.72	1,153	2.86							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4044.30									
July 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8474.76									
July 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12519.06									
July 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	142.32									
July 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	892.86									
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1199.25	975								
July 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2234.43									
July 2018	Pre-Ordering		Pre-Order Response Times (Tre Reservation)	REQUEST	Diagnostic	N/A	2125.53									
July 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55510.51	2 917								
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	57636.04	3.729								
July 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Address Validation XMI.)	XMI Request/Response	Diagnostic	N/A	8186.34									
July 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8674.93	.,								
July 2018	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appl: Scheduler XWL) Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66561.40									
July 2018	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	Diagnostic	N/A	25030.20									
July 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Get CSR AWL) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48752.54									
July 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Loop Qual Hous XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	40752.54									
July 2018 July 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Meet Point Induity XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	4295.10									
July 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Service Avail Av	XML Request/Response	Diagnostic	N/A	3950.10									
July 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Tiv Reservation XiviL) Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5909.04									
July 2018	Pre-Ordering Pre-Ordering	PO-1-AML PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A	1.812									
July 2018	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32									
July 2018	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	268									
July 2018	Pre-Ordering Pre-Ordering	PO-28	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,812									
July 2018 July 2018	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,812									
	Pre-Ordering Pre-Ordering	PO-28 PO-28				N/A N/A	32									
July 2018		PO-28 PO-3C	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	268		97.81%							
July 2018	Pre-Ordering			Product Aggregate	Diagnostic	N/A N/A										
July 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic		799:26									
July 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	31									
July 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	257									
July 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,638	1,638								
July 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
July 2018	Pre-Ordering	PO-5B-(b) PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	139									
July 2018	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	INP	Benchmark	90.00%	395	396	99.75%							

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
July 2018	Pre-Ordering Pre-Ordering	PO-5D PO-9B	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00% N/A	3	3		0.00%		53	1.899	% 13.61%	-0.130927	7 -1.07959
July 2018 June 2018	Pre-Ordering Billing	PO-9B BI-2	Unbundled Loops Invoices Delivered within 10 Days	Unbundled Loops and Number Portability	Parity	N/A N/A	1,867			0.00%	1	53	1.89%	% 13.61%	-0.130927	-1.07955
June 2018 June 2018		BI-2 BI-3A		7.01	Parity by Design	N/A N/A	972 877	972 877	99.84%							
June 2018 June 2018	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate Reciprocal Compensation	Diagnostic Diagnostic	N/A N/A	972,877	972,877	100.00%							
June 2018 June 2018	Billing Billing	BI-3B BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate		N/A N/A	4,280		99.95%	2 23%	77 284	78.701	98.209	6 13.30%	-5 834961	-4.5474
June 2018 June 2018	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Parity Diagnostic	N/A N/A	4,280			Z.Z3%	77,284	78,701	98.205	% 13.30%	-5.834961	-4.5474
		CP-2C		All		N/A N/A	4,280	4,280	100.00%							
June 2018 June 2018	Collocation Database Updates	DB-1B	Collocations with Intervals Longer than 120 Days	LIDB	Diagnostic	N/A N/A	4,242,133	4,119,370								
	Database Updates Database Updates	DB-16 DB-1C-1	All		Diagnostic	N/A N/A	4,242,133		0.09							
June 2018		GA-1	2.01	Directory Listing	Diagnostic	N/A N/A	2068.56	22,009 29.340								
June 2018	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic											
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR		Diagnostic	N/A	29,340	29,340								
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340									
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							
June 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580									
June 2018	Electronic Gateway Availability	GA-7 MR-5A	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0									
June 2018	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	10		45.83%	5	8	62.50%	6 48.41%	-0.326599	-1.1985
June 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	5	40.00%							
June 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	9	88.89%							
June 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	13		61.90%	48.56%	5	9	55.56%		-0.320713	
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	4		0.00%	13	20	65.00%	6 47.70%	-1.339728	3 -1.8144
June 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%						
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	13	19			-0.537519	
June 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3		47.14%	336	481			-0.413387	
June 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	1,777	2,879			0.297647	
June 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	92:08	1	92:08	0:00	62158:17	2,124			1.684941	
June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:42		0.00	3:36	25:41	6	4:1	7 2:20	-0.672676	-1.4089
June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	36:17	5	7:15	7:02						
June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20:41	9	2:18	1:54						
June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	84:14	21	4:01	3:05	31:48	7	4:3	3 2:14	-0.543847	7 -1.3306
June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	251:04		4:55	4:18	63392:37	2,225				
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:43	4	2:41	1:11	96:10	17	5:3	9 6:00	-0.892192	-1.5424
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	11:45	1	11:45	0:00						
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12:38	1	12:38	0:00						
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13:19	3	4:26	3:43	86.11	16	5:2	3 6.06	-0.247109	-1.1502
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	51:39		5:44	2:46	27039:48	624			-0.387794	
June 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	01.00		0.00%	0.00%	21000.40	2			0.001104	1.2007
June 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	10		30.00%	1	10			0	
June 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	10	20.00%	40.00%		10	10.007	50.0076		
June 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	9	11.11%	31.43%						
June 2018	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	1	21	14.29%	34.99%	1	10	10.009	% 30.00%	-0.286894	4 -1.1744
June 2018 June 2018	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	3			34.99%	292	2 640			-0.286894	
	·····	MR-7D MR-7E				N/A N/A	b	51	25.00%	43.30%	292					
June 2018 June 2018	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1	4	25.00%	43.30%	/	20	35.00%	% 47.70%	-0.38278	3 -1.2327
			Repair Repeat Report Rate-Zone 2		Parity		0	1		0.0010						
June 2018	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%						
June 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.0070	0.00%	7	20			-1.185193	
June 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	9	0.00%	0.00%	105	727			-1.225036	
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14		1.46%	12.00%	28	2,022			0.167144	-0.8983
June 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	64,480		0.39%	0	51,482				
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49			2,772	266,270			-0.717903	
June 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	228		6.61%	30	2,320			-1.089775	-1.6625
June 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,398	0.36%	5.97%	0	924				
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10		0.09%	2.92%	0	924				
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	24			7.95%	28	2,067			-2.271433	
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0				30	2,311			-0.42781	
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	60			5.54%	3,367	405,705	0.839	% 9.07%	-7.856982	
June 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	31,248	0.00%	0.03%						-2.9917
June 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%	0.22%						-2.9676
June 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	31,320	0.01%							
June 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%							
June 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	1	4.00	0.00						1
June 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%						1
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							1
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3		0.00%						-
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	104	110								
lune 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	23		74.19%	43.76%						
lune 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	13									
lune 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
June 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	1	2								
June 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	14			0.00%						
June 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	274			0.00%						
June 2018 June 2018	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	62									
lune 2018 lune 2018	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	5.50	70									
						6.00	70	14								
June 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark		3	1	3.00							
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	117			23.08%	4	4	100.009	% 0.00%	-0.828637	7 -1.5037
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	45			0.00%						
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	15	15	100.00%	0.00%	1,448	1,545	93.729	% 24.26%	-0.997583	-1.6064
June 2018 June 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,736	4,738	99.96%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	t CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6620.14	19,471	0.34							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16811.23	12,833	1.31							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23431.37	19,471	1.20							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3989.25	4,925	0.81							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4602.44	4,925	0.93							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	930.51	1,899	0.49							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1421.88	1,394	1.02							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2352.39	1,899	1.24							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3035.07	3,747	0.81							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5787.00	3,858	1.50							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8822.07	3,747	2.35							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8293.57	7,751	1.07							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6424.32	5,736	1.12							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14717.89	7,751	1.90							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2628.92	1,148	2.29							
June 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							
June 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3275.84	1,148	2.85							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4041.25	6,625	0.61							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8739.25	13,445	0.65							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12780.50	6,625	1.93							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	163.24	1,166	0.14							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	833.77	1,939								
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972	1.28							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2241.17	1,939	1.16							
June 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2082.08	3,718	0.56							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55320.21	2,907	19.03							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	57402.29	3,718	15.44							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8150.60	4,910	1.66							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8720.46	4,614	1.89							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66562.56	6,848	9.72							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24369.40	6,413	3.80							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48550.32	3,549	13.68							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4253.90	826	5.15							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18129.60	5,036	3.60							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3945.70	3,587	1.10							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5878.18	1,694	3.47							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,799	2,321	77.51%							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19	36	52.78%							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	291	383								
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,799	1,867	96.36%							
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19	20	95.00%							
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	291	293	99.32%							
June 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	535:23	259	2:04							
June 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	19	19	100.00%							
June 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	282	282	100.00%							
June 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,625	1,625	100.00%							
June 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							
June 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	133	133	100.00%							
June 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	425	426	99.77%							
June 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
June 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	10	0.00%	0.00%	5	48	10.42	% 30.55%	0.322088	8 -0.804184
May 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,796	1,797	99.94%							
May 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,040,776	1,041,011	99.98%							
May 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,751	4,751	100.00%							
May 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	7 -6.966134
May 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,751	4,751	99.99%							
May 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,308,660	3,229,571	1.02							
May 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2199.74	22,965	0.10							
May 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-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	5 -1.148326
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%	3	6	50.00			
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	8	12	66.67	% 47.14%	-0.264741	1 -1.160951
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	5	60.00%	48.99%	8	12				
May 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	2 -1.920823
May 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				
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	29:1	18 28:42	-0.221807	7 -1.134849
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		28:0	01 27:47	-0.30057	7 -1.182734
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	30:1	12 27:43	-0.189395	5 -1.115144
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	!	i 10:5	50 11:51	-0.725277	7 -1.440937
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						
	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																
May 2018 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	f	9:2	20 11:13	-1.122737	7 -1.68257

May 2018	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
11-3y 2010	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	158:38		4:57	4:43	58972:59	2,145	27:30	28:17	-4.475007	-3.720611
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	-0.804677
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	-0.660008
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	-2.363001
May 2018	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	187	1.800	10.39%	30.51%	-0.340395	-1.206945
May 2018	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%	2	5	40.00%	48.99%	-0.745356	-1.453144
May 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%	- 1	5	20.00%	40.00%	-0.456435	-1 277493
May 2018	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%	2	6	33.33%	47.14%	-0.866025	-1.526506
May 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk		N/A	0		0.00%	0.00%	2	0	33.3376	47.1470	-0.000023	-1.520500
					Parity		0	1	0.0010	0.0010						
May 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	6	16.67%	37.27%						
May 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	19	5.26%	22.33%						
May 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	12		42.86%	49.49%	2	6	33.33%	47.14%	-0.045229	-1.027497
May 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	1	32	3.13%	17.40%	254	2,427	10.47%	30.61%	-1.347674	-1.819328
May 2018	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%	4	12	33.33%	47.14%	-0.92582	-1.562859
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	4	12	33.33%	47.14%	-0.531369	-1.323049
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	7	0.00%	0.00%	103	829	12.42%	32.99%	-0.99237	-1.603318
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	988	0.40%	6.35%	17	2 037	0.83%	9.10%	-1.218344	-1 7407
May 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	65,512		0.39%	1	52.058	0.00%	0.44%	-0.153302	-1.093201
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14 14%	2.601	268 794	0.97%	9.79%	0.307822	-0.812858
May 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	230	0.87%	9.28%	2,001	2,339	0.97%	8.74%	-0.116328	-0.012030
							2							8.74%	-0.116328	-1.0/0/23
May 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6		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		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		0.86%	9.24%	18	2,089	0.86%	9.24%	-0.003726	-1.002265
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	-1.207094
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	-6.623525
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	-1.211852
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%	.,500	1,000		20070		-2.981031
May 2018	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A		13,015	0.01%	0.10%						-2.981031
		NI-1B NI-1C				N/A N/A	1		0.01%	0.10%						-2.97245
May 2018	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic		2	0.1000								
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%							
May 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	660	661	99.85%	3.89%	-0.038896	-1.023647
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	3	100.00%	0.00%	4	1	100.00%	0.00%		
		OP-3D					3		97.01%	0.00%	1	1	100.00%	0.00%		
May 2018	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	65									
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	41			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		5.00	0.00						
May 2018		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	108	36	3.00	0.00						
	Ordering and Provisioning															
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	86									
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	126		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-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	4	4	100.00%	0.00%		
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1.629	1,791	90.95%	28.68%	-0.315265	-1.191668
May 2018	Ordering and Provisioning	OP-5A														-1.607957
May 2018	Ordering and Provisioning			SUB-LOOP UNRUNDUNG		NI/A	2	2	100.00%	0.00%	1,029		50.00%			
12 1 1		00.54	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	1,629	2	50.00%	50.00%	-1	-1.007337
May 2018		OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	81	98.77%	11.04%	1,029	2		50.00%	-1	
	Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	50	81	98.77% 100.00%	11.04% 0.00%	1	2	50.00%	50.00%	-1	-1.843084
May 2018	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A		81 50 29	98.77% 100.00% 96.55%	11.04%	1,629 1 1 1,384	2		50.00%	-1 -1.38675 -0.64715	
May 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A OP-8B	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Parity Benchmark	N/A N/A N/A 95.00%	50 28 2	81 50 29 2	98.77% 100.00% 96.55% 100.00%	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A	50	81 50 29 2	98.77% 100.00% 96.55%	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A OP-8B	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Parity Benchmark	N/A N/A N/A 95.00%	50 28 2	81 50 29 2 3,733	98.77% 100.00% 96.55% 100.00%	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A OP-8B OP-8C	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Trimeliness with Loop Coord Number Portability Timeliness without Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP LNP	Parity Parity Parity Benchmark Benchmark	N/A N/A N/A 95.00% 95.00%	50 28 2 3,722	81 50 29 2 3,733	98.77% 100.00% 96.55% 100.00% 99.71%	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP LNP REQUEST	Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A N/A 95.00% 95.00% N/A	50 28 2,722 6811.70	81 50 29 2 3,733 19,462	98.77% 100.00% 96.55% 100.00% 99.71% 0.35	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Log Coord Number Portability Timeliness without Log Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP LNP REQUEST RESPONSE	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A 95.00% 95.00% N/A N/A	50 28 3,722 6811.70 16679.00	811 50 29 3,733 19,462 12,830 19,462	98.77% 100.00% 96.55% 100.00% 99.71% 0.35 1.30	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Urbundled Loop Analog LNP LNP REQUEST RESPONSE TOTAL REQUEST	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% 95.00% N/A N/A N/A N/A	50 28 3,722 6811.70 16679.00 23490.70 3934.40	811 50 29 3,733 19,462 12,830 19,462 4,918	98.77% 100.00% 96.55% 100.00% 99.71% 0.35 1.30 1.21 0.80	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL TOTAL	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A 95.00% 95.00% N/A N/A N/A N/A N/A	50 28 3,722 6811.70 16679.00 23490.70 3934.40 4619.35	81 50 29 2 3,733 19,462 12,830 19,462 4,918 4,918	98.77% 100.00% 96.55% 100.00% 99.71% 0.35 1.30 1.21 0.80 0.94	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt: Scheduler) Pre-Order Response Times (Appt: Scheduler)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DSI Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A 95.00% 95.00% N/A N/A N/A N/A N/A N/A	50 28 28 3,722 6811.70 16679.00 23490.70 3934.40 4619.35 946.00	81 500 29 2 3,733 19,462 12,830 19,462 4,918 4,918	98.77% 100.00% 96.55% 100.00% 99.71% 0.35 1.30 1.21 0.80 0.94 0.50	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Appl: Scheduler)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable UNP UNP UNP ENP REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% 95.00% N/A N/A N/A N/A N/A N/A N/A	50 28 3,722 6811.70 16679.00 23490.70 3334.40 4619.35 946.00 1404.91	2 3,733 19,462 4,918 4,918 1,830 19,462 4,918 1,830	98.77% 100.00% 96.55% 100.00% 99.71% 0.35 1.30 1.21 0.80 0.94 0.50 1.01	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	0P-5A 0P-5A 0P-8B 0P-8C P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DSI Capable Urbundled Loop - Nalog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% 95.00% N/A	50 28 2 3,722 6811.70 16679.00 23490.70 3334.40 4619.35 946.00 1404.91 2350.91	81 500 29 2 3,3733 19,462 12,830 19,462 4,948 4,948 4,948 4,948 1,892 1,394 1,882	98.77% 100.00% 96.55% 100.00% 99.71% 0.35 1.30 0.35 1.21 0.80 0.94 0.50 1.01 1.24	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	0P-5A 0P-5A 0P-8B 0P-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Appl: Scheduler)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% 95.00% N/A	50 28 3,722 6811.70 16679.00 23490.70 3334.40 4619.35 946.00 1404.91	2 81 50 29 2 3,733 19,462 12,830 19,462 4,918 4,918 4,918 1,892 1,391 1,892 3,742	98.77% 100.00% 96.55% 0.00% 99.71% 0.35 1.30 1.21 0.80 0.94 0.50 1.01 1.24 0.82	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	0P-5A 0P-5A 0P-8B 0P-8C P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI P0-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DSI Capable Urbundled Loop - Nalog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% 95.00% N/A	50 28 2 3,722 6811.70 16679.00 23490.70 3334.40 4619.35 946.00 1404.91 2350.91	23,3742 3,733 19,462 12,830 19,462 4,918 4,918 4,918 1,892 1,391 1,892 3,742	98.77% 100.00% 96.55% 100.00% 99.71% 0.35 1.30 0.35 1.21 0.80 0.94 0.50 1.01 1.24	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	0P-5A 0P-5A 0P-8B 0P-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A 95.00% 95.00% N/A	50 28 8611.70 23490.70 3334.40 4619.35 946.00 1404.91 2350.91 3068.44	2 81 50 29 2 3,733 19,462 12,830 19,462 4,918 4,918 4,918 1,892 1,391 1,892 3,742	98.77% 100.00% 96.55% 0.00% 99.71% 0.35 1.30 1.21 0.80 0.94 0.50 1.01 1.24 0.82	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	0P-5A 0P-6A 0P-8B 0P-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apt): Scheduler) Pre-Order Response Times (Apt): Scheduler) Pre-Order Response Times (Apt): Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DST Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% 95.00% N/A	50 28 22 3,722 6811.70 16679.00 23490.70 3334.40 4619.35 946.00 1404.91 2350.91 3068.44 6548.40	81 500 29 2 3,733 19,462 4,918 4,918 1,882 1,381 1,882 3,742 3,862 3,742 3,862 3,742	98.77% 100.00% 96.55% 99.71% 0.35 1.30 1.21 0.80 0.94 0.55 1.01 1.24 0.82 1.70 2.57	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-6A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DSI Capable Urbundled Loop - Analog LNP REQUEST REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% 95.00% N/A	50 28 2 3,722 6811/0 16679.00 22480.70 3934.40 4619.35 946.00 1404.91 3086.84 6658.40 9616.84 8209.70	81 80 29 2 3,733 19,462 12,830 19,462 1,842 1,842 1,842 1,842 3,742 3,742 3,742 3,742 3,745	98.77% 100.00% 96.55% 100.00% 9.71% 0.35 1.20 1.21 0.80 0.50 1.01 1.24 0.50 1.01 1.24 0.22 1.70 2.57 1.06	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	0P-5A 0P-8A 0P-8B 0P-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DSI Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% 95.00% N/A	60 28 3,722 6811,70 16679,00 23490,70 3334,40 4613,55 946,00 1404,91 2350,91 2350,91 3058,44 6656,84 0,9616,84 8209,70 6333,00	81 500 29 2 3,733 113,462 12,830 119,462 4,918 1,882 1,381 1,882 3,742 3,742 3,742 3,745 5,7745	98.77% 100.00% 96.55% 100.00% 9.71% 0.35 1.30 1.21 0.80 0.94 0.94 0.94 0.94 0.94 0.94 0.94 1.01 1.24 0.82 1.70 2.57 1.06 1.10	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-8A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR)	Urbundlet Loop - 2 Wire Non-Loaded Urbundlet Loop - DSI Capable Urbundlet Loop - DSI Capable LNP EXP REQUEST REQUEST TOTAL REQUEST REAUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST REAUEST REAUEST	Parity Parity Parity Benchmark Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% 95.00% N/A	60 28 3,722 681170 1667300 22480.70 3934.40 4619.35 946.00 1404.91 3008.44 6658.40 6658.40 6658.40 6658.40 9616.84 8209.70 6303.00 14512.70	81 500 29 2 3,733 19,462 4,918 1,862 4,918 1,862 3,742 3,862 3,742 3,862 3,742 7,745 5,730 7,745	98.77% 100.00% 96.55% 100.00% 9.9.71% 0.35 1.30 0.55 1.30 1.21 1.21 1.24 1.24 1.24 1.24 1.24 1.24	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ördering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Schoduler) Pre-Order Response Times (Appl. Schoduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gact CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR)	Urbundlet Loop - 2 Wire Non-Loaded Urbundlet Loop - DST Capable Urbundlet Loop - Analog LNP EQUEST RESPONSE TOTAL REDUEST RESPONSE TOTAL REQUEST	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A	50 28 3,722 6811.70 16679.00 23490.70 3934.40 4619.35 946.00 1404.91 3038.44 6648.40 9616.84 8209.70 6303.00 14512.70 2252.24	81 50 29 2 3,733 19,462 4,918 4,918 4,918 1,882 1,382 1,382 3,742 3,742 3,742 7,745 5,730 1,7,145 1,142	98.77% 100.00% 96.55% 100.00% 99.71% 99.71% 0.35 1.30 1.21 0.80 0.94 0.50 1.01 1.24 0.62 1.70 2.57 1.05 1.10 1.87 2.27	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering Provisioning Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DSI Capable Urbundled Loop - NSI Capable LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% 95.00% N/A	600 28 3,722 681172 23480.70 23480.70 33934.40 4619.35 946.00 1404.41 3068.44 6658.40 9616.84 8209.70 6333.00 14512.70 2552.34 821.40	81 500 29 2 3,733 19,462 4,918 1,462 4,918 1,462 3,742 3,742 3,742 3,742 3,742 3,742 3,742 1,745 5,730 7,745	98.7% 100.00% 99.5% 100.00% 97.1% 0.35 1.21 0.80 0.94 0.55 1.01 1.24 0.82 1.70 1.27 1.06 1.10 1.87 2.27 0.62	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ördering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-8A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Schoduler) Pre-Order Response Times (Appl. Schoduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gact CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - SC Gapable Urbundled Loop - Andog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	NA NA NA 95.00% NA NA NA NA NA NA NA NA NA NA NA NA NA	50 28 3,722 681170 18679.00 22480.70 33934.40 4619.35 946.00 1404.91 3088.44 6584.80 9616.84 8209.70 6303.00 14512.70 2582.34 621.40 3213.74	81 80 29 2 3,733 19,462 4,918 4,918 4,918 1,882 1,381 1,882 3,862 3,852 3,744 5,720 7,745 5,720 7,745 1,142 1,165 1,142	98.7% 10.00% 95.5% 10.00% 92.7% 0.35 1.21 0.88 0.94 0.50 1.21 1.24 0.88 0.50 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.87 2.27 0.52 2.81	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering Provisioning Pre-Ordering	OP-5A OP-5A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DSI Capable Urbundled Loop - NSI Capable LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% 95.00% N/A	600 28 3,722 681172 23480.70 23480.70 33934.40 4619.35 946.00 1404.41 3068.44 6658.40 9616.84 8209.70 6333.00 14512.70 2552.34 821.40	81 80 29 2 3,733 19,462 4,918 4,918 4,918 1,882 1,381 1,882 3,862 3,852 3,744 5,720 7,745 5,720 7,745 1,142 1,165 1,142	98.7% 100.00% 99.5% 100.00% 97.1% 0.35 1.21 0.80 0.94 0.55 1.01 1.24 0.82 1.70 1.27 1.06 1.10 1.87 2.27 0.62	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-5A OP-8A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness with Loop Coord Pre-Ouder Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Med Point Inquiry)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - SC Gapable Urbundled Loop - Andog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Benchmark Diagnostic	NA NA NA 95.00% NA NA NA NA NA NA NA NA NA NA NA NA NA	50 28 3,722 681170 18679.00 22480.70 33934.40 4619.35 946.00 1404.91 3088.44 6584.80 9616.84 8209.70 6303.00 14512.70 2582.34 621.40 3213.74	81 80 29 2 3,733 19,462 4,918 4,918 4,918 1,882 1,381 1,882 3,862 3,852 3,744 5,720 7,745 5,720 7,745 1,142 1,165 1,142	98.7% 10.00% 95.5% 10.00% 92.7% 0.35 1.21 0.88 0.94 0.50 1.21 1.24 0.88 0.50 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.87 2.27 0.52 2.81	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering	OP-6A OP-6A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Me	Urbundlet Loop - 2 Wire Non-Loaded Urbundlet Loop - ST Capable Urbundlet Loop - Andog LNP EQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST REDUEST REQUEST TOTAL REQUEST REQUEST REDUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REAUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% 95.00% N/A	600 28 3,722 6811,70 16673,00 23490,70 3334,40 4619,35 946,00 1404,91 2350,91 2350,91 3358,44 6564,840 9616,84 65648,40 9616,84 8209,70 6333,00 14512,70 14512,70	81 80 29 2 3,733 19,462 12,830 19,462 4,918 4,918 4,918 1,882 3,742 3,852 3,742 7,745 5,730 7,745 1,142 1,165 1,142 1,165 1,142	98.7% 10.00% 99.5% 100.00% 90.7% 0.35 1.30 1.21 0.35 1.30 1.21 0.80 0.94 0.55 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.87 2.27 0.52 2.81 0.62	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018	Ördering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Orderin	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Schoduler) Pre-Order Response Times (Appl. Schoduler) Pre-Order Response Times (Appl. Schoduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre	Urbundlet Loop - 2 Wire Non-Loaded Urbundlet Loop - SI Capabie Urbundlet Loop - Nalog LNP EADUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST RESPONSE TOTAL REQUEST REAL TOTAL REQUEST REAL TOTAL REQUEST REAL TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A S5.00% S5.00% S5.00% N/A N/A <	600 28 3,722 681,727 16679,00 23409,70 3384,40 4619,35 946,00 1404,91 2350,91 2350,91 3008,44 6548,40 9616,84 405,62 403,300 14512,70 6333,00 14512,70 75,70 7	81 80 81 80 81 80 82 82 83 84 84 918 84 918 84 918 84 918 84 918 84 918 1.882 1.382 1.382 3.745 3.742 3.745 3.742 3.745	98.7% 10.00% 95.5% 10.00% 92.7% 93.5% 1.30 1.21 0.80 0.94 0.50 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.87 2.27 0.52 2.81 0.62 0.62 0.64 1.62	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering </td <td>OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI</td> <td>New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Phe-Order Response Times (Address Validation) Pre-Order Response Times (Apt: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Res</td> <td>Urbundlet Loop - 2 Wire Non-Loaded Urbundlet Loop - DSI Capable Urbundlet Loop - NSI Capable LNP REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST REQUEST REQUEST TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE</td> <td>Parity Parity Parity Benchmark Diagnostic</td> <td>N/A N/A N/A 95.00% 95.00% N/A N/A <td>600 28 3,722 68117,70 16673,00 23480,70 3393,40 4619,35 946,00 1404,41 3068,44 6658,40 9616,84 6658,40 9616,84 6658,40 9616,84 629,70 6333,00 14512,70 2562,34 821,40 2623,40,</td><td>81 50 29 2 3,733 119,462 12,830 19,462 4,918 1,882 3,742 3,742 3,742 3,742 3,742 1,185 5,730 7,745 1,142 1,142 6,621 1,3439 6,621 1,143</td><td>98.7% 100.00% 99.5% 100.00% 99.71% 0.35 1.21 0.80 0.94 0.50 1.01 1.24 0.82 1.70 1.24 0.82 1.70 1.22 1.06 1.10 1.87 2.27 0.62 2.81 0.62 0.64 1.92 0.64 1.92</td><td>11.04% 0.00%</td><td>1</td><td>2</td><td>50.00%</td><td>50.00%</td><td></td><td>-1.843084</td></td>	OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Phe-Order Response Times (Address Validation) Pre-Order Response Times (Apt: Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Res	Urbundlet Loop - 2 Wire Non-Loaded Urbundlet Loop - DSI Capable Urbundlet Loop - NSI Capable LNP REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST REQUEST REQUEST TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% 95.00% N/A N/A <td>600 28 3,722 68117,70 16673,00 23480,70 3393,40 4619,35 946,00 1404,41 3068,44 6658,40 9616,84 6658,40 9616,84 6658,40 9616,84 629,70 6333,00 14512,70 2562,34 821,40 2623,40,</td> <td>81 50 29 2 3,733 119,462 12,830 19,462 4,918 1,882 3,742 3,742 3,742 3,742 3,742 1,185 5,730 7,745 1,142 1,142 6,621 1,3439 6,621 1,143</td> <td>98.7% 100.00% 99.5% 100.00% 99.71% 0.35 1.21 0.80 0.94 0.50 1.01 1.24 0.82 1.70 1.24 0.82 1.70 1.22 1.06 1.10 1.87 2.27 0.62 2.81 0.62 0.64 1.92 0.64 1.92</td> <td>11.04% 0.00%</td> <td>1</td> <td>2</td> <td>50.00%</td> <td>50.00%</td> <td></td> <td>-1.843084</td>	600 28 3,722 68117,70 16673,00 23480,70 3393,40 4619,35 946,00 1404,41 3068,44 6658,40 9616,84 6658,40 9616,84 6658,40 9616,84 629,70 6333,00 14512,70 2562,34 821,40 2623,40,	81 50 29 2 3,733 119,462 12,830 19,462 4,918 1,882 3,742 3,742 3,742 3,742 3,742 1,185 5,730 7,745 1,142 1,142 6,621 1,3439 6,621 1,143	98.7% 100.00% 99.5% 100.00% 99.71% 0.35 1.21 0.80 0.94 0.50 1.01 1.24 0.82 1.70 1.24 0.82 1.70 1.22 1.06 1.10 1.87 2.27 0.62 2.81 0.62 0.64 1.92 0.64 1.92	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
Nay 2018 May 2018 <td>Ördering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Orderin</td> <td>OP-5A OP-8A OP-8B OP-8C PO-1-IMA GUI PO-1-IMA GUI</td> <td>New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)</td> <td>Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - SI Capable Urbundled Loop - Anlog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE</td> <td>Parity Parity Parity Benchmark Diagnostic</td> <td>N/A N/A N/A N/A S5.00% S5.00% S5.00% N/A N/A <</td> <td>50 28 3,722 681170 18679.00 22480.70 3934.40 4619.35 946.00 1404.91 3008.44 6584.80 9616.84 8209.70 6303.00 14512.70 2582.34 621.40 3213.74 4105.02 8800.96 12705.98 12705.98 12705.98</td> <td>81 80 29 2 3,733 114,462 4,918 4,918 4,918 1,882 1,381 1,882 3,742 7,745 5,730 7,745 5,730 1,142 1,185 1,142 1,185 1,142 6,621 13,499 6,621 1,183</td> <td>98.7% 10.00% 95.5% 10.00% 95.5% 10.00% 93.71% 0.35 1.21 0.35 1.21 0.88 0.94 0.50 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.27 0.62 2.81 0.62 2.81 0.62 0.64 0.62 0.64 0.62 0.64 0.62 0.50 0.52 0.55 0.52 0.52 0.52 0.52 0.52 0.55 0.52 0.52 0.52 0.52 0.55 0</td> <td>11.04% 0.00%</td> <td>1</td> <td>2</td> <td>50.00%</td> <td>50.00%</td> <td></td> <td>-1.843084</td>	Ördering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Orderin	OP-5A OP-8A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - SI Capable Urbundled Loop - Anlog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A S5.00% S5.00% S5.00% N/A N/A <	50 28 3,722 681170 18679.00 22480.70 3934.40 4619.35 946.00 1404.91 3008.44 6584.80 9616.84 8209.70 6303.00 14512.70 2582.34 621.40 3213.74 4105.02 8800.96 12705.98 12705.98 12705.98	81 80 29 2 3,733 114,462 4,918 4,918 4,918 1,882 1,381 1,882 3,742 7,745 5,730 7,745 5,730 1,142 1,185 1,142 1,185 1,142 6,621 13,499 6,621 1,183	98.7% 10.00% 95.5% 10.00% 95.5% 10.00% 93.71% 0.35 1.21 0.35 1.21 0.88 0.94 0.50 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.27 0.62 2.81 0.62 2.81 0.62 0.64 0.62 0.64 0.62 0.64 0.62 0.50 0.52 0.55 0.52 0.52 0.52 0.52 0.52 0.55 0.52 0.52 0.52 0.52 0.55 0	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Ordering </td <td>OP-6A OP-6A OP-8B OP-8C PO-1-IMA GUI PO-1-IMA GUI</td> <td>New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Met Revint Inquiry) Pre-Order Response Times (Met Revint) Pre-Order Response Times (Met Revint) Pre-Order Response Times (Met Revint) Pre-Order Response Times (Met Revint)</td> <td>Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 12 Wire Non-Loaded Urbundled Loop - Nalog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE</td> <td>Parity Parity Parity Benchmark Diagnostic</td> <td>N/A N/A N/A S5.00% S5.00% S5.00% N/A N/A</td> <td>600 28 3,722 6811,70 16679,00 22490,70 23934,40 4619,35 946,00 1404,91 2350,91 2350,91 2350,91 2350,91 2350,91 4512,70 6333,00 14512,70 14512,70</td> <td>81 80 80 81 80 82 84 84 84 84 84 84 84 84 84 84</td> <td>98.7% 10.00% 99.5% 100.00% 90.7% 0.35 1.20 1.21 0.80 0.94 0.55 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.87 2.27 0.52 2.81 0.62 0.64 1.92 0.15 0.42 1.30</td> <td>11.04% 0.00%</td> <td>1</td> <td>2</td> <td>50.00%</td> <td>50.00%</td> <td></td> <td>-1.843084</td>	OP-6A OP-6A OP-8B OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Appl. Schodule) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Facility Chack) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Met Point Inquiry) Pre-Order Response Times (Met Revint Inquiry) Pre-Order Response Times (Met Revint)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - 12 Wire Non-Loaded Urbundled Loop - Nalog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A S5.00% S5.00% S5.00% N/A	600 28 3,722 6811,70 16679,00 22490,70 23934,40 4619,35 946,00 1404,91 2350,91 2350,91 2350,91 2350,91 2350,91 4512,70 6333,00 14512,70 14512,70	81 80 80 81 80 82 84 84 84 84 84 84 84 84 84 84	98.7% 10.00% 99.5% 100.00% 90.7% 0.35 1.20 1.21 0.80 0.94 0.55 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.87 2.27 0.52 2.81 0.62 0.64 1.92 0.15 0.42 1.30	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084
Nay 2018 May 2018 <td>Ördering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Orderin</td> <td>OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI</td> <td>New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)</td> <td>Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - SI Capable Urbundled Loop - Anlog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE</td> <td>Parity Parity Parity Benchmark Diagnostic</td> <td>N/A N/A N/A N/A S5.00% S5.00% S5.00% N/A N/A <</td> <td>50 28 3,722 681170 18679.00 22480.70 3934.40 4619.35 946.00 1404.91 3008.44 6584.80 9616.84 8209.70 6303.00 14512.70 2582.34 621.40 3213.74 4105.02 8800.96 12705.98 12705.98 12705.98</td> <td>81 80 29 2 3,733 19,462 4,918 4,918 4,918 1,802 3,742 3,742 3,742 3,742 3,742 3,742 1,802 1,301 1,802 7,745 1,142 1,1431</td> <td>98.7% 10.00% 95.5% 10.00% 95.5% 10.00% 93.71% 0.35 1.21 0.35 1.21 0.88 0.94 0.50 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.27 0.62 2.81 0.62 2.81 0.62 0.64 0.62 0.64 0.62 0.64 0.62 0.50 0.52 0.55 0.52 0.52 0.52 0.52 0.52 0.55 0.52 0.52 0.52 0.52 0.55 0</td> <td>11.04% 0.00%</td> <td>1</td> <td>2</td> <td>50.00%</td> <td>50.00%</td> <td></td> <td>-1.843084</td>	Ördering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Pre-Ordering Pre-Orderin	OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness with Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Med Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - SI Capable Urbundled Loop - Anlog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A S5.00% S5.00% S5.00% N/A N/A <	50 28 3,722 681170 18679.00 22480.70 3934.40 4619.35 946.00 1404.91 3008.44 6584.80 9616.84 8209.70 6303.00 14512.70 2582.34 621.40 3213.74 4105.02 8800.96 12705.98 12705.98 12705.98	81 80 29 2 3,733 19,462 4,918 4,918 4,918 1,802 3,742 3,742 3,742 3,742 3,742 3,742 1,802 1,301 1,802 7,745 1,142 1,1431	98.7% 10.00% 95.5% 10.00% 95.5% 10.00% 93.71% 0.35 1.21 0.35 1.21 0.88 0.94 0.50 1.01 1.24 0.82 1.70 2.57 1.06 1.10 1.27 0.62 2.81 0.62 2.81 0.62 0.64 0.62 0.64 0.62 0.64 0.62 0.50 0.52 0.55 0.52 0.52 0.52 0.52 0.52 0.55 0.52 0.52 0.52 0.52 0.55 0	11.04% 0.00%	1	2	50.00%	50.00%		-1.843084

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark				LEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
/ay 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55215.06	2,903	19.02							
lay 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	57423.66	3,681	15.60							
ay 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8142.30	4,905	1.66							
ay 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8622.57	4,611	1.87							
ay 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66699.75	6,841	9.75							
av 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							
lay 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48558.43	3,547	13.69							
lay 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Meet Point Inquiry XMI.)	XML Request/Response	Diagnostic	N/A	4171.50	810	5 15							
/ay 2010 /av 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Neer Fork Induly XML)	XML Request/Response	Diagnostic	N/A	18618.40	5.032	3.70							
		PO-1-XML PO-1-XMI				N/A	3582.00	3,582	1.00							
May 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic			0,000								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5854.32	1,692	3.46							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,831	2,365	77.42%							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19	42	45.24%							
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	298	436	68.35%							
/lay 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,831	1,874	97.71%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19	21	90.48%							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	298	302	98.68%							
/ay 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:30	322	1:26							
/av 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	18	18	100.00%							
May 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	300	300	100.00%							
		PO-5A-(b)														
May 2018	Pre-Ordering	(.)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,662	1,662	100.00%							
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	206	100.00%							
May 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	450	450	100.00%							
May 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
May 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14	100.00%							
May 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	15	0.00%	0.00%	5	38	13.169	6 33.80%	0.934931	-0.4316
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,486	1,487	99.93%		-					1
April 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	919.754	919.754	100.00%							
April 2018	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5.203	5.203	100.00%							
	9	BI-4A				N/A		2,150	99.86%	0.700/	49.239	49.590	00.000		-3.07711	0.070
April 2018	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity		2,147			3.73%	49,239	49,590	99.299	6 8.38%	-3.07711	-2.870
April 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,203	5,203	99.99%							
April 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,700,581	2,637,971	1.02							
April 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2482.63	24,195	0.10							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41.460	41.460	100.00%							
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40.380	100.00%							
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	25,800	100.00%							
April 2018		GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL		N/A	25,000	25,000	100.00%							
	Electronic Gateway Availability	GA-7 MR-54			Diagnostic	N/A N/A	0	0		47 14%						
April 2018	Maintenance and Repair	WII C OF C	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity		2	6	33.33%	47.14%	/	15	46.67%	6 49.89%	0.058236	6 -0.96459
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	100.00%							
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	3	66.67%							
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	33	63.64%	48.10%	7	14	50.00%	6 50.00%	-0.855068	B -1.51984
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	3	9	33.339	6 47.14%	-1.341641	1 -1.8156
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	4	10	40.009	6 48.99%	-1.207615	5 -1.7341
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	6	83.33%	37.27%	461	624			-0.524693	
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	0	0	50.00%	50.00%	2.027	3.191	63.529		-0.244739	
April 2018 April 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence		N/A	27:18	2	27.18	0.00%	58611:44	1.923	30:2		-0.051298	
					Parity			1		0.00						
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			1.346939	
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			-0.936499	
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	28:06	6	4:41	1:51	67:28	15	4:3	0 4:22	0.199336	6 -0.87881
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:56	2	2:58	1:14						
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9:44	3	3:15	2:57						
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	130:56	33	3:58	2:43	64:22	14	4:3	6 4:30	-0.438124	4 -1.26636
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	208:36	40	5:13	3:29	70618:49	2,586	27:1	8 54:41	-2.535783	3 -2.5416
pril 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:22	1	2:22	0:00	48:06	9	5:2		-0.969965	
pril 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	5:56	4	5:56	0:00		5	5.2	2.00		
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:23		4:21	4:04	51:05	10	5:0	6 2:51	-0.452933	3 -1.27536
April 2018 April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2			N/A N/A	279:59	4	4:21	4:04	15674:33	10			-0.452933	
4				Unbundled Loop Analog	Parity		279:59	9								
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			-0.351666	6 -1.21379
April 2018	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	4	0.007			
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	0.00%			
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%	0.00%	1	16	6.25%	6 24.21%	-0.53936	6 -1.3279
pril 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%						
pril 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%	6 24.21%	-0.266691	1 -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			0.08737	
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	40	0.00%	0.00%	0	2,004			0.00707	0.0400
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	10	0.007	- 0.00%		
							0	1			-		0			
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			1.506776	
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			-0.994581	
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			-1.157348	B -1.7036
pril 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%	6		
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14.14%	2,777	271,635	1.029	6 10.06%	0.26454	4 -0.8391
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	235	0.85%	9.19%	26	2,367	1.109	6 10.42%	-0.34701	1 -1.2109
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1.466	0.14%	3.69%	0	944				1
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	12,017	0.02%	1.58%	0	944	,			
		MR-8	Trouble Rate			N/A N/A	3				0				J0 634948	8 -1.3860
pril 2018	Maintenance and Repair	MR-8 MR-8	Trouble Rate Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity Parity	N/A N/A	37	3,888	0.95%	9.71%	24	2,118 2,361	1.139		-0.634948 -0.420665	1.0000
pril 2018	Maintenance and Repair															

Month	PID Category	PID	PID Title	Product Category	Standard					EC Standard Deviatior C						
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	-6.54229
April 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,810	2,098	86.27%	34.41%	-0.398798	-1.24245
pril 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
pril 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	32,712	0.04%							
April 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,015	0.02%							
April 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	448	4	112.00	0.00						
April 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
April 2018	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2								
April 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	603	606	99.50%	7.02%	-0.070476	-1.04284
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	4	4	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57	63	90.48%							
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	75	79	94.94%	21.92%	5	5	100.00%	0.00%	-0.767808	-1.46679
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	22	22	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1								
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	-1.45957
April 2018	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2	2.50							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	248	48	5.17							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	74	14								
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	105		0.00							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	22	4.77							
April 2018		OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable		5.50	5	1	5.00							
	Ordering and Provisioning	OP-4E OP-5A			Benchmark	5.50 N/A	5	1		0.00%			100.00%	0.00%		
April 2018	Ordering and Provisioning		New Service Installation Quality	LIS Trunk	Parity		6	6			/	/				
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	-0.19448
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	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		33.68%	1	1	100.00%	0.00%	-1.13317	-1.68891
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	80	83		18.66%	9	9	100.00%	0.00%	-0.61782	
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	22	23		20.39%	1,103	1,193	92.46%	26.41%	-0.574884	-1.34950
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,939	1,941	99.90%							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	7005.24	19,459	0.36							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16524.90	12,810	1.29							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23530.14	19,459	1.21							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4025.38	4,909	0.82							
April 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4637.55	4,909								
April 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	754.00	1.885	0.40							
April 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1344 72	1,000								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL		N/A	2098.72	1,235	1.11							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic Diagnostic	N/A	3175.60	3.736	0.85							
		PO-1-IMA GUI		RESPONSE		N/A	7296.00		0.00							
April 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A N/A		3,840								
April 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic		10471.60	3,736								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8281.80									
April 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6344.76	5,716								
April 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14626.56	7,740								
April 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2628.24									
April 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.48	1,183								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3290.72	1,128	2.92							
April 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4022.95	6,595	0.61							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8730.80	13,432	0.65							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12753.75	6,595	1.93							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.30	1,135	0.18							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	789.66	1,926	0.41							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972	1.28							
April 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2238.12	1.926	1.16							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2350.72	3,673	0.64							
April 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54321.00	2.850	19.06							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56671.72	3.673								
April 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Eddp Gdar Todis) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8183.00	4,900								
April 2018	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Address Validation AML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8459.28									
April 2018 April 2018	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		N/A N/A	66416.76	4,548								
April 2018 April 2018	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 N/A	24316.20	6,833								
		PO-1-XML PO-1-XMI				N/A N/A										
April 2018	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic		48431.60	3,530								
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4238.45	823								
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18111.60	5,031	3.60							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3359.00	3,359								
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5823.18									
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,952	2,415								
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	44								
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	372								
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,952	1,989	98.14%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	28	96.43%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	285	98.95%							
April 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	289:37	258	1:07							
April 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27	100.00%							
April 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	281	281								
April 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1.759	1,759								
April 2018	Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,759	1,739								
April 2018 April 2018	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs		90.00%	12	12								
				Unbundled Loop AGG-EELS	Benchmark Benchmark	90.00%	148									
April 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP			402	403								
April 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile		Benchmark	90.00%	1	1	100.00%							
April 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	39	39								
April 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	4	14		45.18%	2	32	6.25%	24.21%	-2.877772	-2.74956
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,789	1,789	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,012,587	1,012,607	100.00%							
March 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	100.00%							
March 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,458	2,467	99.64%	6.03%	46,388	46,635	99.47%	7.26%	-1.099225	-1.668282
March 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	99.99%							
March 2018	Database Updates	DB-1B DB-1C-1	All	LIDB	Diagnostic	N/A N/A	7,152,455	7,069,660 24,249	1.01							
March 2018	Database Updates Electronic Gateway Availability	DB-1C-1 GA-1	All	Directory Listing	Diagnostic Diagnostic	N/A N/A		24,249 30,420	0.12							
March 2018 March 2018	Electronic Gateway Availability	GA-1 GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A N/A	30,420 30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-1 GA-1	Gateway Availability - LSR Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - LSR Gateway Availability - Repair	EBTA	Diagnostic	N/A	43.140	43.140	100.00%							
March 2018	Electronic Gateway Availability	GA-3 GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	43,140	41,925	100.00%							
March 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	FASE	Diagnostic	N/A	27 660	27 660	100.00%							
March 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	21,000	100.0070							
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	8	8	100.00%	0.00%	1.812363	0.101839
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	50.00%	40.0076	0	0	100.0078	0.0078	1.012303	0.101033
March 2018	Maintenance and Repair	MR-54	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	11	63.64%							
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	16	37	43.24%	49.54%	5	5	100.00%	0.00%	1 978766	0.203004
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	8	12		47.14%	-0.531369	-1.323049
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	- 1	0.00%	0.00%	-					
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	8	12	66.67%	47.14%	-0.849591	-1.516515
March 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	405	515		40.98%	0.295958	-0.82007
March 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	3	66.67%	47.14%	2,010	2,879		45.91%	-0.412191	-1.250594
March 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	29:30	- 1	29:30	0.00	42578:39	1,736		25:38	0.799501	-0.513938
March 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	89:56	2	44:58	32:33	49443:49	2.104	23:30	26:09	1.21596	-0.260749
March 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	20:28	1	20:28	0:00	17398:00	599		27:14	-0.314783	-1.191374
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23:29	5	4:42	1:51	12:57	555		1:14	1.248085	-0.241218
March 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	1.2-70003	0.2-1210
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	61:04	11	5:33	7:05	35:17	1	35:17	0:00		
March 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	1:15	1.418654	-0.13752
March 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		26:13	-3.074089	
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:42	5	2:56	1:51	56:17	9		5:42	-1.041287	-1.633058
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	25:49	1	25:49	0:00	00.17	0	0.10	0.42	1.041207	1.000000
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	15:01	7	2:09	1:36	56:17	0	6:15	5:42	-1.42891	-1.868716
March 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		27:10	-1.386195	
March 2018	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	Residence	Parity	N/A	07.21	4	0.00%	0.00%	242	1.920		33.19%	-0.379663	
March 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	2	0.00%	0.00%	242	2		50.00%	-0.573003	
March 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp with MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	2	0.00%	0.00%	2	2		0.00%	-1	-1.007337
March 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%		2	12.50%	33.07%	-0.361202	-1.219595
March 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%	0	1	0.00%	0.00%	-0.301202	-1.218385
March 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	1	0.00%	0.00%	-1.382994	-1.840801
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	37	16.22%	36.86%	1	1	12.50%	33.07%	-0.349684	-1.212593
March 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		32.76%	-1.655587	-2.006525
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	3	12		43.30%	-1.084652	-1.659422
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	J	12	23.0076	43.3078	-1.004032	-1.033422
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	3	12	25.00%	43.30%	-1 213954	-1 738032
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	77	683		31.63%	-0.710839	-1.432159
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1 045	0.00%	9.74%	20	2 002		9.94%	-0.110829	-1.067379
March 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	10	68,056	0.00%	0.38%	20	52.222		0.0470	-0.110023	-1.007378
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14.14%	2.593	275,170		9.66%	0.328469	-0.800305
March 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	234	1.28%	11.25%	2,333	2,300		9.28%	0.36295	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1.483	0.27%	5.19%	20	954		3.24%	1.227847	-0.253522
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	1,463	0.27%	3.00%	1	954		3.24%	-0.135287	-1.082249
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wife Non-Loaded	Parity	N/A	44	3,893	1.13%	10.57%	17	2,055		9.06%	1.226779	-0.254171
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	44	3,693	0.00%	10.57%	20	2,035		9.30%	-0.373827	-1.227271
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	63	20,187	0.00%	5.58%	3,210	417,556	0.87%	8.73%	-7.255604	-5.411094
March 2018 March 2018	Maintenance and Repair	MR-8 MR-9A	Repair Appointments Met-Disp w/LMSA	Residence	Parity	N/A N/A	63	20,187	0.31%	5.58%	3,210	417,556		8.73%	-7.255604	-5.411094
March 2018 March 2018	Maintenance and Repair Network Performance	MR-9A NI-1A	Repair Appointments Met-Disp w/I MSA Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A N/A	0	33.072	0.00%	0.00%	1,692	1,920	88.13%	32.35%	1.178951	-0.283248
March 2018 March 2018	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk		N/A N/A	8	33,072	0.03%	0.16%						-2.924782
March 2018 March 2018	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk LIS Trunk	Parity Diagnostic	N/A N/A	4	13,015	0.03%	U.27%						-2.899537
March 2018 March 2018	Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk LIS Trunk		N/A N/A	8	33,072	0.03%							
March 2018 March 2018		OP-15A	I runk Blockage to CTL-Q End Otc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date		Diagnostic Diagnostic	N/A N/A	4	13,015	46.00							
	Ordering and Provisioning	OP-15A OP-15A		Sub-Loop Unbundling		N/A N/A	92	2	46.00	40.25						
March 2018 March 2018	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	365	5	73.00	40.25	37.293	197	189.30	245.28	-0.749492	-1.455659
	Ordering and Provisioning	OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A N/A	5	1			37,293	197	189.30	245.28	-0.749492	-1.455659
March 2018 March 2018	Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	5	5	100.00%	0.00%	85	197	43.15%	49.53%	3.719016	1.261001
	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity		1	1		0.00%	85	197	43.15%	49.53%	3.719016	1.261001
March 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	2	50.00%							
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
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	100.00%							
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	84	86	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	19	89.47%							
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	2	100.00%	0.00%	3	3	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%							
March 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2	2.50							
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	111	39	2.85							
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	144	30	4.80							
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	97	20	4.85							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	9	3.00							

Month	PID Category	PID	PID Title	Product Category			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
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	2	1	2.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	5	5	100.00%			
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	-	100.0070	0.00%	3	3	100.0070			
March 2018 March 2018	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	77			0.00%	1	1	100.00%		-1.88951	-2 1487
March 2018 March 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	98			28.75%	3	1.334	94.53%		-1.88951 0.395869	
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-SA OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	5 478			20.73%	1,201	1,334	94.03%	22.7470	0.393009	-0.75932
March 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6809.25									
March 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16426.24									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23235.49									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.92									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.58	4,906								
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.80	1,872	0.40							
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1346.10									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2094.90	1,872	1.12							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3171.35	3,731	0.85							
March 2018	Pre-Ordering	PO-1-IMA GUI	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									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8421.34	7,726								
March 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6271.10									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14692.44									
March 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2538.69									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	645.15									
March 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3183.84									
March 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4154.22									
March 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8595.20									
March 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12749.42									
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	214.32									
March 2018 March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST RESPONSE	Diagnostic	N/A N/A	768.40									
March 2018 March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A N/A	1241.60									
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A N/A	2224.32									
March 2018 March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic Diagnostic	N/A	2384.85									
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A N/A	53797.20	2,824								
March 2018	Pre-Ordering Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Eddp Gdar Todis) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8235.36									
March 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Address Validation AML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8400.85	4,902								
March 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Rappi: Scheduler XML)	XML Request/Response	Diagnostic	N/A	66387.79									
March 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	23661.50	0,020								
March 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48345.00									
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4191.21									
March 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18115.20									
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3353.90									
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5788.58	1,673								
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,008									
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	49	53.06%							
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	305	456	66.89%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,008	2,041	98.38%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	28	92.86%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	305	308	99.03%							
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	313	1:28							
March 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	26									
March 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	296									
March 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,845									
March 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17									
March 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	226									
March 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	466	466								
March 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
March 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00% N/A	14	14		10 1/	-	44		01	0.4407.17	0.00077
March 2018 February 2018	Pre-Ordering Billing	PO-9B BI-2	Unbundled Loops Invoices Delivered within 10 Days	Unbundled Loops and Number Portability	Parity Parity by Design	N/A N/A	1.458			48.41%	5	44	11.36%	31.74%	-2.142645	-2.30263
February 2018 February 2018	Billing	BI-2 BI-3A			Diagnostic	N/A N/A	1,458									
February 2018 February 2018	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate Reciprocal Compensation	Diagnostic	N/A N/A	1,077,152									
February 2018 February 2018	Billing	BI-3B BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A N/A	2,592			3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.07300
February 2018 February 2018	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,592			3.82%	50,051	50,426	39.20%	0.09%	-3.409/88	-3.07300
February 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3.051.911	3.014.074								
February 2018	Database Updates	DB-16 DB-1C-1	All	Directory Listing	Diagnostic	N/A	2677.89									
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	2077.360	===,								
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360									
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360									
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880									
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									
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	-0.25396
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	0.22313
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	-1.02241
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%		-0.302765	
	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	-1.57859

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator						CTL-Q Standard Deviatior		
ebruary 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	-1.51762
ebruary 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	-1.38854
ebruary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:21	5		0:58	10:15	4	2:34	0:40	0.834499	-0.49266
ebruary 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						
ebruary 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		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	-0.03914
February 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	810:57	58		8:17	95869:46	2,713	35:20	71:46	-2.242598	-2.36340
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	5 2:18	2:05	31:56	11	2:54	1:04	-1.06711	-1.64875
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:56	1	2:56	0:00	28:34	10	2:51	1:06	-0.426148	-1.2590
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	51:47	4	12:57	9:02	34630:45	742	46:40	67:58	-0.98971	-1.60170
February 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	2	0.00%	0.00%		
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	5 20.00%	40.00%	0	10	0.00%	0.00%	0.430727	-0.73813
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		44 22%	0	10	0.00%	0.00%	1 43176	-0.12955
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58		25.34%	338	2.980	11.34%	31.71%	-1.057457	-1.64288
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	50		40.00%	4	12	33.33%	47 14%	-0.531369	-1.32304
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A		4	0.00%	0.00%	4	12	33.33%	47.14%	-0.679366	-1.41302
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4		0.00%	4	774	9.30%	29.05%	-0.638864	-1.38840
													010070			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1,055		9.69%	21	2,012	1.04%	10.16%	-0.24817	-1.15087
February 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	68,608			0	53,794	0.00%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	48			3,072	278,613	1.10%	10.44%	-0.731477	-1.44470
February 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	232		6.55%	22	2,310	0.95%	9.71%	-0.779402	-1.47384
February 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,523	8 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	-1.39657
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16			22	2,304	0.95%	9.72%	-0.391391	-1.23794
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	62	20.404		5.50%	3.820	422.064	0.91%	9.47%	-8.856594	-6.38442
February 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	32 448		0.04%	0,020	,004	0.0176	0.4770	0.000034	-2.99383
February 2018	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12.967		0.04%						-2.99303
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk		N/A	14	33.000		0.09%						-2.9093
February 2018					Diagnostic		14									
February 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	12,967								
February 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	56	1	56.00							
February 2018	Ordering and Provisioning	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						
February 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%						
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								
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			-					
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	3								
		OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable		N/A	0		0.00%	0.00%	1	1	100.00%	0.00%	0	
February 2018	Ordering and Provisioning	OP-4A			Parity	6.00	0	1	3.00	0.00%	1	1	100.00%	0.00%	U	
February 2018	Ordering and Provisioning	OP-4A OP-4D	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1								
February 2018	Ordering and Provisioning		Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable				2	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								
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	380	17								
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	206	35								
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		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	I NP	Benchmark	95.00%	3.662	3.664		10.2270	1,000	1,131	55.1076	20.0470	0.00000	1.002276
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST		95.00% N/A	6613.00	19,450								
			Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A N/A	16679.00	12,830								
February 2018	Pre-Ordering			TOTAL	Diagnostic	N/A N/A	16679.00 23292.00	12,830								
February 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A N/A										
February 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic		3970.62	4,902								
February 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4561.18	4,902								
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	729.30	1,870								
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1354.68	1,278								
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1,870								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3131.52	3,728	8 0.84							
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7273.20	3,828	8 1.90							
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10404.72	3,728								
February 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7800.23	7.723								
February 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6515.04	5.817								
February 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14315.27	7.723								
February 2018 February 2018				REQUEST	Diagnostic	N/A N/A	2402.40	1.092								
	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST		N/A N/A	2402.40 631.26	1,092								
February 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)		Diagnostic											
February 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66	1,092								
February 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4020.51	6,591								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8191.69	13,429								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6,591								
February 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00	1,125								
February 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52	1,906	6 0.42							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234.44	972	2 1.27							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2259.96	1,906								
	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2343.68	3.662								
February 2018				RESPONSE	Diagnostic	N/A	53720.19	2,817								
	Pre-Ordering	PO_1_MAA CLU														
-ebruary 2018 February 2018 February 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87	3.662								

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	t CTL-Q Standard Deviation	Modified Z Score	Parity Sc
abruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8281.00	4,900	1.69							
bruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8211.97	4,537	1.81							
bruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.84	6,816	9.74							
oruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24874.20	6,378	3.90							
ruary 2018	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 (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4177.92	816	5.12							
ruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17633.00	5.038	3.50							
ruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3345.10	3,041	1.10							
ruary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5750.52	1.662	3.46							
oruary 2018	Pre-Ordering	PO-2A	All Electronic LSRs	INP	Diagnostic	N/A	1,925	2,397	80.31%							
	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs			N/A	1,925	2,397	51.72%							
oruary 2018				Resale Aggregate W/O UNE-P-POTS	Diagnostic											
bruary 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301	386	77.98%							
bruary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,925	1,950	98.72%							
oruary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	30	100.00%							
oruary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301	302	99.67%							
oruary 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	30:04	2	15:02							
oruary 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	473:31	270	1:45							
ruary 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	28	28	100.00%							
oruary 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	313	313	100.00%							
oruary 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	INP	Benchmark	95.00%	1,733	1,733	100.00%							
ruary 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	20	100.00%							
ruary 2018		PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs		90.00%	130		98.48%							
	Pre-Ordering			Unbundled Loop AGG-EELS	Benchmark											
ruary 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	611	Benchmark	90.00%	386	386	100.00%							
ruary 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14	100.00%							
ruary 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	18	41	43.90%	49.63%	0	38	0.009	% 0.00%		
uary 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,643		99.88%							
uary 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,067,267	1,067,267	100.00%							
nuary 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,913	4,913	100.00%							
uary 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	99.209	% 8.92%	-3.227256	6 -2
uary 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,913	4,913	100.00%					1		-
uary 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3.365.176	3,322,461	1.01							
uary 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	3799.34	26.393	0.14							_
uary 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
		GA-1														
uary 2018	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
uary 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
uary 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
uary 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
uary 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
nuary 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	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	5	10	50.00%	50.00%	10	18	55.569	% 49.69%	-0.109585	5 -1.
nuary 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	12	58.33%							
uary 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	34	50	68.00%	46.65%	10	18	55.562	% 49.69%	-0.911108	3 -1.5
nuary 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/14 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	10	70.00%	45.83%	10	13	00.007			
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	7		0.00%	40.03%	0	13	01.347	40.03%	-0.413493	
nuary 2018							U	1	0.0010							
nuary 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	9	14				
uary 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	5	40.00%	48.99%	484	837				
uary 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	20:29	1	20:29	0:00	58004:29	929	62:2	26 98:24	-0.426121	1 -1
uary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	49:36	10	4:58	3:50	72:26	16	4:3:	32 3:54	0.25076	ŝ -0
uary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	41:09	12	3:26	1:40						
uary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	214:17	50	4:17	3:44	72:54	16	4:3	33 3:53	-0.242874	ŧ -1.
uary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	940:47	65	14:28	11:16	224266:31	4,474	50:0	08 78:06	-3.654106	-3
		MR-6E				N/A	340.47		3:33	1:23						
uary 2018	Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity			10			57:01	11	5:1	11 2:57	-1.265274	4 -1.
uary 2018	Maintenance and Repair		Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:20	1	12:20	0:00					/	
uary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:24	4	4:21	3:49	57:01	11			0.40200	· ·
uary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	32:57	5	6:35	7:20	64040:04	1,110				
uary 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	122	962				
uary 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	10	10.00%	30.00%	3	20	15.00%	% 35.71%	-0.361551	1 -1
uary 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	12	0.00%	0.00%						
uary 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	50	6.00%	23.75%	3	20	15.00%	% 35.71%	-0.952661	1 -1
uary 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	65	12.31%	32.85%	685					
uary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	10	20.00%	40.00%	4	4,003				
uary 2018 Juary 2018	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	2	10	20.00%	40.00%	4	14	20.3/7	• 40.18%	-0.400258	-1
							0	1							0.057777	
nuary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	4	14				
uary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	5	20.00%	40.00%	145					
uary 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20		1.86%	13.50%	31				0.693161	1 -0
uary 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	68,152	0.00%		0	54,562	0.00%	%		
uary 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	50	2.00%	14.00%	5,001	282,596	1.779	% 13.18%	-0.228869	9 -1
uary 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	231	0.00%		34	2,318	1.479	% 12.02%	-1.768354	1 -2
Jary 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1.565	0.06%	2.53%	0					
Jary 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12,525	0.10%	3.09%	0	969				
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Canable	Parity	N/A	54	3.968	1.36%	11.59%	32				-0.549076	3 -1
	Maintenance and Repair	MR-8 MR-8	Trouble Rate			N/A N/A	54	3,908	0.00%	11.39%	32	2,072			-0.549076	
				Unbundled Loop - XDSLi	Parity		0									
uary 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	70	20,567	0.34%	5.82%	6,055	427,092				· · ·
uary 2018 uary 2018		MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	806	962	83.789	% 36.86%	-0.439713	
uary 2018 uary 2018 uary 2018	Maintenance and Repair	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6	33,168	0.02%	0.13%						
Jary 2018 Jary 2018 Jary 2018 Jary 2018	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	13,063	0.02%	0.19%						
Jary 2018 Jary 2018 Jary 2018 Jary 2018		NI-1A NI-1B	Trunk Blockage to GTL-Q End Old WI TGSK excl			N/A	7	33,216	0.02%							
uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018	Network Performance			LIS Trunk	Diagnostic											
uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018	Network Performance Network Performance Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl				1	12.002	0.029/							
uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018	Network Performance Network Performance Network Performance Network Performance	NI-1B NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,063	0.02%							
uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018 uary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	NI-1B NI-1C NI-1D OP-15A	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date	LIS Trunk Enhanced Extended Loops - DS1 Capable	Diagnostic Diagnostic	N/A N/A	3	13,063 2	0.50							
uary 2018 uary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning Ordering and Provisioning	NI-1B NI-1C NI-1D OP-15A OP-15A	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	LIS Trunk Enhanced Extended Loops - DS1 Capable Sub-Loop Unbundling	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	3 1 36	2	0.50 36.00							
uuary 2018 uuary 2018 uuary 2018 uuary 2018 uuary 2018 uuary 2018 uuary 2018 uuary 2018 uuary 2018 uuary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	NI-1B NI-1C NI-1D OP-15A	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date	LIS Trunk Enhanced Extended Loops - DS1 Capable	Diagnostic Diagnostic	N/A N/A	3 1 36 200	13,063 2 1 4	0.50	0.00				0.00		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	0		2 0.00	0.00	49,443	257	192.39	247.83	-1.093599	-1.664861
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4		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	:		0.00%	1	1	100.00%			
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			3.719016	
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		100.00%							
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	66									
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13			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									
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19									
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1		1 100.00%	0.00%	4	4	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2									
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1		1 100.00%							
January 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	2		1 2.00		2,353	631	3.73	6.50	-0.265964	-1.16169
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10		2 5.00							
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	165									
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	56									
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	110	-								
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	19		4.75							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	6	-								
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		100.0070	0.00%	7	7	100.00%			
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1		100.00%	0.00%	1,407	1,530			-0.295572	
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69				4	4	100.0070		-1.256295	
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	20				4	4	100.00%		-0.994458	-1.60458
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	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									
January 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6825.00									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16396.80									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23221.80	19,50	1.19							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4073.64	4,90	3 0.83							
January 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4700.09	4,90	3 0.96							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1281.86	1,19	3 1.07							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1976.06									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3200.06	3,72	0.86							
January 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6863.40									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10063.46									
January 2018	Pre-Ordering		Pre-Order Response Times (Facility Creck)	REQUEST	Diagnostic	N/A	7764.88									
January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	.,								
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341.48									
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.77	.,								
January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	615.86									
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2987.63									
				REQUEST		N/A N/A	2987.63									
January 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic											
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8055.60									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12008.40									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	262.20									
January 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.00									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1227.50									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2306.70									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2303.28									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53435.25									
January 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55738.53									
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8545.56									
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8260.98		9 1.82							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67087.44		2 9.72							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25444.00									
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48308.19	3,49	3 13.83							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4110.60	80	5.10							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17119.00	5,03	5 3.40							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3636.00	3,03	1.20							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5522.16	1,59	3.46							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,329	2,88	80.64%							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21	5	42.00%							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	345	42	2 81.75%							
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,329									
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21									
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	345									
January 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	1090:15									
January 2018	Pre-Ordering Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	21									
January 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	339									
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	2.094									
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	95.00%	2,094									
		PO-5B-(a) PO-5B-(b)		Unbundled Loop AGG-EELs		90.00%	171									
January 2018	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs		Benchmark											
January 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	486									
January 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1		1 100.00%							
January 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	9		9 100.00%							
January 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3			42.13%	5	66	7.58%	26.46%	-1.930583	-2.1737
December 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,637									
December 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,058,416	.,,								
December 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	7.721	7.72	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard									CTL-Q Standard Deviatior		
December 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,025	2,032	99.66%	5.86%	45,516	45,847	99.28%	6 8.47%	-1.966762	-2.19570
December 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
December 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							
December 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2972.75	20,891	0.14							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
December 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	20	35.00%	47.70%	8	9	88.89%	6 31.43%	2.345717	7 0.4260
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	8	37.50%							
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	20	50.00%	50.00%	9	10	90.00%	6 30.00%	1.787903	3 0.0869
December 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%	6 45.83%	-0.882735	5 -1.5366
December 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%	6 0.00%		
December 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%	6 45.83%	-0.26082	-1.1585
December 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	5	20.00%	40.00%	308	597	51.59%	6 49.97%	0.953018	-0.4206
December 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	3	3	100.00%	0.00%	1.840	4.224	43.56%	6 49.58%	-1.970837	-2 1981
December 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	63:39	3	21:13	2:01	47422:10	854			-1.016933	
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore disp out MOA	Enhanced Extended Loops - DS1 Capable	Parity	N/A	111:49	20	5:35	3:43	19:39	5			0.930717	
December 2017 December 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	3:41	20	3:41	3:43	3:14	5	3:56		0.830/1/	-0.4341
December 2017 December 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 Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	3:41 73:58	1	3:41 9:15	0:00	3:14	1	3:14			
December 2017 December 2017	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		N/A N/A	73:58	20	9:15	13:14	3:14	1	3:14		0.490189	-0.7019
					Parity				0.00			6				
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	569:00	45	12:39	8:34	161428:14	3,304	48:52		-2.780763	
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5:24	2		0:45	106:51	17			-0.463045	-1.2815
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	17:49	1	17:49	0:00	150:27	1	150:27			
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	22:54	8	2:52	1:10	106:51	17	0.11		-0.770754	-1.4685
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	14:01	1	14:01	0:00	48084:29	885	54:20		-0.696238	
December 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%	6 47.14%	-0.866025	-1.5265
December 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%	6 48.99%	-0.989968	-1.6018
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	6 0.00%		1
December 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%			
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	20	20.00%	40.00%	4	10	40.00%	6 48.99%	-1.054093	-1.6408
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4			28.46%	531	3 605			-1.098702	
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	10	0.00%	0.00%	551	20			-0.6742	
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk		N/A	0	2	0.00%	0.00%	4	20	0.00%		-0.0742	-1.40900
		MR-7E MR-7E			Parity	N/A N/A	0	1	0.0070		0	20				
December 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity		1	8	12.50%	33.07%	4				-0.448211	
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	143	941	15.20%		-0.423093	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22		2.04%	14.13%	29	2,074			1.449756	
December 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%		-0.153406	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%		3,805	286,384	1.33%		-0.81221	-1.49378
December 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%	6 11.16%	-0.140372	2 -1.0853
December 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1,617	0.06%	2.49%	1	979	0.10%	6 3.19%	-0.311555	-1.18941
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	12,762	0.06%	2.50%	1	979	0.10%	6 3.19%	-0.372478	3 -1.2264
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	28	4,006	0.70%	8.33%	30	2,120	1.42%	6 11.81%	-2.257546	-2.37249
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		30	2,366	1.27%	6 11.19%	-0.451773	-1.2746
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	46	20,964	0.22%	4.68%	4,546	431,829	1.05%	6 10.21%	-11.544838	-8.01876
December 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	33.096	0.00%	0.02%						-2.99297
December 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13.063	0.00%	0.02%						-2.99371
December 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13		0.04%	0.0270						2.0007
December 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk		N/A	13	13,063	0.00%							
December 2017 December 2017	Ordering and Provisioning	OP-15A		Sub-Loop Unbundling	Diagnostic	N/A N/A	46							+		
			Interval for Pending Orders Delayed Past Due Date		Diagnostic											
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112		28.00	0.00				<i>!</i>		
December 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.0070	0.00%				/		
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	6 0.00%		
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	2	0.00%							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	48	50	96.00%							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	21	24	87.50%	33.07%						
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	144	147	97.96%							
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	6	8	75.00%							
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	6 0.00%		
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	8						1		1
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	7	2	3.50							-
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	R	1	8.00	0.00						
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	44	2	22.00	0.00						
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	142	42	3.38							
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	40							+		
		OP-4D OP-4D				5.50 6.00										
December 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark		195									
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	6	1	6.00					/		
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.0070	0.00%	5	5	100.00%			
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%			
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%	6 0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	24	100.00%	0.00%						
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	151	151	100.00%	0.00%	1,108	1,173	94.46%	6 22.88%	-2.801433	-2.7031
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,103	4,107	99.90%							
December 2017				REQUEST			6822.90	19.494	0.35							-
		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6822.90	19,494								
December 2017 December 2017 December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A N/A	6822.90	19,494	1.27							

Dacember 2017 Pre-O December 2017 Pre-O	Ordering Or	PO-1-IMA GUI PO-1-IMA GUI PO-1-	PID Tate PID Tate PID Tate PID Tate PID Creder Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (CAR) Pre-Order Response Times (CAR) Pre-Order Response Times (Loop Oual Tock) Pre-Order Response Times (Loop Oual Tock) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Tim	Product Category IFEQUEST TOTAL REQUEST RESPONSE RESPONSE REQUEST RESPONSE RESPONSE REQUEST REQUEST RESPONSE REQUEST REQUEST REQUEST RESPONSE REQUEST REQUE	Diagnostic Diagnostic	Веленлинай К	LCLEV NUMERIAD 4022-10 4611.22 678.30 1232.48 2007.48 3235.53 7239.00 10474.53 744.80 6640.50 14484.30 2256.40 2265.41 2285.43 3885.15 71920.75 11805.50 2282.40 2287.40 2282.41 2282.42 2382.40 2382.40 2482.00	CLEU Comminator 4,005 4,005 1,785 1,231 1,785 3,719 3,810 3,719 7,660 5,825 7,660 1,060 1,060 1,060 1,060 1,065 1,065 1,161 1,089 6,655 1,130 1,655 1,130 1,655 1,130 1,655 1,130 1,555 1,130 1,555 1,130 1,555 1,130 1,555 1,130 1,555 1,130 1,555 1,130 1,555 1,130 1,555 1,130 1,555 1,130 1,555 1,130 1,	0.822 0.94 0.38 1.08 1.108 1.12 0.67 1.90 2.82 2.102 1.14 1.88 2.16 0.65 0.659 0.59 0.59 0.59 0.59 0.59 0.59 0.25 0.46 1.24 0.46 1.25 0.68			U IL-U Denominator		CTL-Q Standard Deviation		
Dacember 2017 Pre-O December 2017 Pre-O	Ordering Or	PO-1-IMA GUI PO-1-IMA GUI PO-1-	Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Med Port Inquiry) Pre-Order Response Times (Med Port Inquiry) Pre-Order Response Times (Get CSR) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Loop Qual Tocks) Pre-Order Response Times (Loop Cual Tocks) Pre	TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RECUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Diagnostic Diagnostic	N/A N/A	4611.22 673.30 1323.48 2007.78 3225.45 7229.00 10474.53 7644.50 14444.50 14644.50 14644.50 14644.50 14645.51 7120.75 11905.50 2254.40 873.54 11905.50 225.20 873.54 11223.36 2382.40	4,965 1,725 1,725 3,719 3,810 7,960 5,825 7,960 1,960 1,161 1,060 6,655 13,425 13,425 1,3425 1,3425 1,3425 1,3425 1,369 1,369 1,369 1,369	0.94 0.38 1.08 1.12 0.87 1.90 2.82 1.02 1.14 1.88 2.82 0.54 2.76 0.59 0.59 0.59 0.59 0.59 0.59 0.59 0.25 0.46 1.24 1.24							
Descember 2017 Pre-O December 2017 Pre-O	Ordering Or	PO-1-MA GUI PO-1-MA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Get CAR) Pre-Order Response Times (Get CAR) Pre-Order Response Times (The Reservation) Pre-Order Response Times (Loop Quai Tock) Pre-Order Response Times (Loop Quai Tock) Pre-Order Response Times (Loop Quai Tock) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE RESP	Dagnostic Diagnostic	N/A N/A	678.30 11224.48 2007.78 3225.53 7239.00 6640.50 6640.50 6235.40 22354.40 22354.40 22354.40 22354.40 22354.40 22354.01 228.51 11805.50 2825.50	1,785 1,231 1,785 3,719 3,810 3,719 7,880 5,825 7,880 1,080 1,080 1,080 1,085 1,085 1,085 1,085 1,161 1,425 6,685 1,130 1,999 1,999	0.38 1.08 1.12 0.87 1.90 2.82 1.14 1.88 2.18 0.54 2.76 0.59 0.59 1.79 0.59 1.79 0.25 0.46 1.24 1.24 1.25							
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December 2017 Pre-O	Ordering Or	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-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Cervice Availability) Pre-Order Response Times (Theservation) Pre-Order Response Times (Theservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Loop Qual Tocks) Pre-Order Response Times (Address Validiation XML) Pre-Order Response Times (Robit Cock XML)	RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL XML RequestResponse	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	7920.75 11805.90 282.50 873.54 1226.36 2382.40	13,425 6,585 1,130 1,899 989 1,899	0.59 1.79 0.25 0.46 1.24 1.25							
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Descember 2017 Pres-O December 2017 Pres-O	Ordering Or	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-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loo Qual Tocks) Pre-Order Response Times(Loo Qual Tocks) Pre-Order Response Times(Loo Qual Tocks) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appl. Scheduker XML) Pre-Order Response Times (Appl. Check XML)	ACCEPT REQUEST RESPONSE TOTAL RECUEST RESPONSE TOTAL XML RequestResponse	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	282.50 873.54 1226.36 2382.40	1,130 1,899 989 1,899	0.25 0.46 1.24 1.25							
December 2017 Pre-O	-Ordering -Orde	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-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Address Validiation XML) Pre-Order Response Times (Address Validiation XML) Pre-Order Response Times (Robit Cool Validino XML) Pre-Order Response Times (Robit Cool Validino XML)	REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	873.54 1226.36 2382.40	1,899 989 1,899	0.46 1.24 1.25							
December 2017 Pre-O	Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tods) Pre-Order Response Times(Loop Qual Tods) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Apdr. Scheduler XML) Pre-Order Response Times (Apdr. Scheduler XML)	RESPONSE TOTAL REQUEST RESPONSE TOTAL XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	1226.36 2382.40	989 1,899	1.24 1.25							
December 2017 Pre-O	Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Racility Check XML)	TOTAL REQUEST RESPONSE TOTAL XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A	2382.40	1,899	1.25							
December 2017 Pre-O	Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Loo Qual Tools) Pre-Order Response Times (Address Validiation XML) Pre-Order Response Times (Address Validiation XML) Pre-Order Response Times (Racility Check XML)	REQUEST RESPONSE TOTAL XML Request/Response	Diagnostic Diagnostic Diagnostic	N/A										
December 2017 Pre-O	-Ordering -Orde	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Loo Qual Tools) Pre-Order Response Times (Address Validiation XML) Pre-Order Response Times (Address Validiation XML) Pre-Order Response Times (Racility Check XML)	RESPONSE TOTAL XML Request/Response	Diagnostic Diagnostic Diagnostic				0.00							
December 2017 Pre-O	-Ordering -Orde	PO-1-IMA GUI PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times(Loop Qual Tods) Pre-Order Response Times(Loop Qual Tods) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Apr. Scheduler XML) Pre-Order Response Times (Facility Check XML)	RESPONSE TOTAL XML Request/Response	Diagnostic Diagnostic											
December 2017 Pre-O	Ordering Or	PO-1-IMA GUI PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt, Scheduler XML) Pre-Order Response Times (Facility Check XML)	TOTAL XML Request/Response	Diagnostic		53331.04	2,801	19.04							
December 2017 Pre-O	+Ordering +Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering	PO-1-XML PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response		N/A	55813.04	3.650	15.29							
December 2017 Pre-O	+Ordering +Ordering +Ordering +Ordering +Ordering -Ordering +Ordering	PO-1-XML PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)		D's second is	N/A	8588.50	4,825	1.78							
December 2017 Pre-O	⊳Ordering ⊳Ordering ∙Ordering •Ordering •Ordering •Ordering	PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML)	AWL REQUEST/RESDONSE	Diagnostic											
December 2017 Pre-O Dacember 2017 Pre-O December 2017 Pre-O	-Ordering -Ordering -Ordering -Ordering -Ordering -Ordering -Ordering	PO-1-XML PO-1-XML		in the second	Diagnostic	N/A	8251.88	4,534	1.82							
December 2017 Pre-O	e-Ordering e-Ordering e-Ordering e-Ordering	PO-1-XML	Dre Order Beenenee Times (Cet CCB VMI)	XML Request/Response	Diagnostic	N/A	67146.73	6,901	9.73							
December 2017 Pre-O	e-Ordering e-Ordering e-Ordering			XML Request/Response	Diagnostic	N/A	26733.00	6,365	4.20							
December 2017 Pre-O December 2017 Pre-O December 2017 Pre-O December 2017 Pre-O December 2017 Pre-O	-Ordering	PO-1-XMI	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48301.60	3,490	13.84							
December 2017 Pre-O December 2017 Pre-O December 2017 Pre-O December 2017 Pre-O	-Ordering	1 O I MILL	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4000.00	800	5.00							
December 2017 Pre-O December 2017 Pre-O December 2017 Pre-O December 2017 Pre-O	-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17608.50	5,031	3.50							
December 2017 Pre-O December 2017 Pre-O			Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3926.00	3.020	1.30							
December 2017 Pre-O December 2017 Pre-O	-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5518.70	1,595	3.46							
December 2017 Pre-O			All Electronic LSRs	INP	Diagnostic	N/A	1,790	2,177	82.22%							
		PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	37	72.97%							
		PO-2A PO-2A	All Electronic LSRs			N/A	27	359	78.55%							
				Unbundled Loop Aggregate	Diagnostic											
		PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,790	1,797	99.61%							
		PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	27	100.00%							
December 2017 Pre-O		PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	283	99.65%							
December 2017 Pre-O	-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	589:00	246	2:24							
December 2017 Pre-O	-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27	100.00%							
December 2017 Pre-O	Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	278	278	100.00%							
December 2017 Pre-O	-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1.639	1.639	100.00%							
	-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							
		PO-5B-(b)	EOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	135	136	99.26%							
		PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	336	337	99.70%							
		PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
		PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	15	33.33%	47.14%	1	69	1.45%	11.95%	-9.364805	5 -6.693397
November 2017 Billing		BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,594	1,594	100.00%							
November 2017 Billing		BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	962,736	962,736	100.00%							
November 2017 Billing	ing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
November 2017 Billing		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,594	2,596	99.92%	2.77%	50,666	51,037	99.27%	8.49%	-3.80236	6 -3.311671
November 2017 Billing		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3.082	3.082	100.00%							
		DB-1B	All	LIDB	Diagnostic	N/A	3.000.507	2.972.123	1.01							
			All	Directory Listing	Diagnostic	N/A	4129.38	24,408	0.17							
		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29.520	29,520	100.00%							
		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
			Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
		GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2017 Mainte	intenance 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	B -0.131857
November 2017 Mainte	intenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
November 2017 Mainte	intenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	4	75.00%							1
		MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	10	24	41.67%							<u> </u>
		MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	46	41.67%	49.81%	12	13	92.31%	26.65%	2.817371	1 0.71284
			All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2			N/A N/A	21	46	45.65%	49.81%	12	13				
		NII COD		Enhanced Extended Loops - DS1 Capable	Parity			/			12	16	75.00%	43.30%	-0.299654	-1.1821//
		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	12	16			0.024577	
		MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	12	25.00%	43.30%	303	697			0.985589	
		MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	73:28	17	4:19	3:29	22:50	9	2:32	2 1:38	1.264641	-0.231153
November 2017 Mainte	intenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	56:14	1	56:14	0:00						
November 2017 Mainte	intenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:00	4	3:30	2:00	64:48	3	21:36	32:00	-0.740585	5 -1.450244
			Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	183:42	24	7:39	11:06	64:48	- 3	21:36		-0.711678	
		MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	237:26	46	5:10	2:42	28:40	11			2.747781	
		MR-6D MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	485:48	40	12:27	9:51	171737-14	3 469			-4 554863	
								39								
		MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	37:56	7	5:25	5:28	41:25	12	3:27	7 2:04	0.852386	6 -0.481786
		MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	14:06	1	14:06	0:00						
November 2017 Mainte	intenance 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	7 2:04	-0.00752	2 -1.004572
November 2017 Mainte	intenance 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	4 -2.422214
November 2017 Mainte	intenance and Repair	MR-7D	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	B -0.127565

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		LEC Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
November 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	C	1	0.00%	0.00%						
ovember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	C	4	0.00%	0.00%	0	5	0.00%	0.00%		
lovember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	24	16.67%	37.27%	0	5	0.00%	0.00%	0.132254	-0.9195
ovember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	46	13.04%	33.68%	0	14	0.00%	0.00%	0.888643	-0.4597
ovember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	1	39	2.56%	15.81%	515	3,770	13.66%	34.34%	-2.007432	-2.2204
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7	14.29%	34,99%	3	16		39.03%	-0.252397	-1.1534
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A		1	0.00%	0.00%						
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2		50.00%	3	16	18.75%	39.03%	0.239836	-0.854
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A		2	12.50%	33.07%	107	903		32.32%	-0.350752	-1.2132
November 2017		MR-7E		Enhanced Extended Loops - DS1 Capable		N/A	24	1.089		14.68%	27	2.099		11.27%	2.180303	-1.2132
	Maintenance and Repair		Trouble Rate		Parity									11.27%	2.180303	0.325
November 2017		MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2			0.54%	0	54,946				
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	C				3,809	289,981		11.39%	-0.815717	-1.4959
November 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	C	228			30	2,404		11.10%	-1.622228	-1.9862
November 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	-1.5961
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	12,935	0.19%	4.30%	5	936	0.53%	7.29%	-1.41308	-1.8590
November 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	-1.3357
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		30	2,392	1.25%	11.13%	-0.449296	-1.2731
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	47	21.014		4.72%	4.673	436.347	1.07%	10.29%	-11.655261	-8.0858
November 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18		0.05%	0.27%	.,	,				-2.8431
vovember 2017	Network Performance	NI-18	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2			0.13%						-2.9474
										0.13%						-2.9474
November 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	20		0.06%							
November 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	13,063								
November 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	30	2	15.00	0.00						
November 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	36	4		0.00						
November 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	C	1	0.00	0.00	32	1	32.00	0.00		
November 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	33	1	33.00	0.00	51,995	312	166.65	222.68	-0.599223	-1.3643
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2		100.00%	0.00%	,	512		0		
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4			0.00%						
							4	4		0.0010			400.0071	0.0777		
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	C	1	0.00%	0.00%	1	1	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	146	312	46.79%	49.90%	3.719016	1.2610
November 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2								
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	3	3	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	65	98.46%							
November 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	-1.795
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	98	103	95.15%							
Vovember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2									
November 2017		OP-3E	Interval Zone 2 Areas	LIS Trunk		90.00%	2	4	100.00%	0.00%			100.00%	0.00%		
	Ordering and Provisioning				Parity		2	2		0.00%	3	3	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
November 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	C	6	0.00%							
November 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%	0.00%		
November 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
November 2017	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	4	2	2.00							
November 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	198	66	3.00							
November 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	75									
November 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	195									
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	26	4	6.50							
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	1	4.00	0.00						
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	42	6	7.00							
November 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	2	2	1.00							
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	7	7	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A		2		0.00%	4	4	100.00%	0.00%		
November 2017		OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A		- <u>-</u>	100.00%	0.00%	4	4	100.00%	0.00%		
	Ordering and Provisioning	OP-5A OP-5A			Parity	N/A N/A	1	1		0.00%	1	1	100.0070			
November 2017	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity		77				1	1	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	21			20.83%	4	4	100.00%	0.00%	-1.020076	-1.6201
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	101		0.1100.70	23.01%	816	872	93.58%	24.51%	-0.324377	-1.1972
November 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	100	100	100.00%							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6626.60	19,490	0.34							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16112.88		1.26							
vovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22739.48									
ovember 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3969.00									
		PO-1-IMA GUI PO-1-IMA GUI				N/A N/A	3969.00									
November 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic											
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20		0.39							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1306.98									
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2001.18	1,780	1.12							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3196.62	3,717	0.86							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7612.00									
vovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10808.62									
						N/A N/A										
ovember 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic		7868.17									
lovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60									
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14444.77									
lovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2345.77		2.17							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.00	1,150	0.56							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2989.77		2.77							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3817.56									
lovember 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7784.18		0.58							
ovember 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11601.74		1.76							
lovember 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	270.72									
lovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	890.65	1,895	0.47							
ovember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1201.70	985	1.22							
ovember 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2363.07									
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Int Reservation)	REQUEST	Diagnostic	N/A	2428.75									
				NEWULUI	Diagi iustiti	09/5	2426.75	3,625	0.07							
lovember 2017 lovember 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51723.54	2,718	19.03							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Pari
ovember 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54152.29	3,625	14.94							
vember 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8483.20	4,820	1.76							
ember 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							
mber 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67068.00	6,900	9.72							
mber 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							
mber 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							
mber 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							
ember 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							
ember 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							
ember 2017	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Tri Reservation XML)	XML Request/Response	Diagnostic	N/A	5515.24	1.594	3.46							-
mber 2017 mber 2017		PO-1-XML PO-2A	All Electronic LSRs	XML Request/Response		N/A N/A	1.974	2,489	3.46 79.31%							-
	Pre-Ordering			LNP	Diagnostic											
ember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	52	67.31%							
ember 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	584	67.64%							
ember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,974	1,983	99.55%							
ember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	35	100.00%							
ember 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	396	99.75%							
mber 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	43:17	1	43:17							
mber 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	455:12	253	1:48							-
mber 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35	100.00%							-
mber 2017 mber 2017	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	379	379	100.00%							-
																-
mber 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,791	1,791	100.00%							
mber 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	10	10	100.00%							
mber 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	218	227	96.04%							
mber 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	442	442	100.00%							
nber 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							
nber 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%	14.00%	-6.698603	3
er 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.527	1.529	99.87%							1
ber 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1.095.099	1,095,099	100.00%							1
ber 2017	Billing	BI-3B		Reciprocal Compensation		N/A	4 840	4,840	100.00%							-
ber 2017 ber 2017		BI-3B	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A N/A	.,		99.79%	4.53%	50.350	50.830	99.06%	9.67%	-3.682048	
	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity		2,429	2,434		4.53%	50,350	50,830	99.06%	9.67%	-3.682048	1
ber 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,840	4,840	100.00%							-
per 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,626,449	3,599,644	1.01							
ber 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5786.33	29,495	0.20							
ber 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
per 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
ber 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060	100.00%							
er 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							-
ber 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RenairGUI	Diagnostic	N/A	41.820	41.820	100.00%							-
ber 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26.880	26.880	100.00%							-
ber 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL		N/A	20,000	20,000	100.0076							-
	,	MR-5A			Diagnostic	N/A N/A	U	U	50.00%	50.00%			87.50%	33.07%	1.075723	
ober 2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity		4	8			/	8			1.0/5/23	1
ober 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
ber 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%							
ber 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	13	61.54%							
ober 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	25	41	60.98%	48.78%	5	6	83.33%	37.27%	0.580117	7
ber 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	6	66.67%	47.14%	8	13	61.54%	48.65%	-0.213574	4
ber 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	8	13	61.54%	48.65%	-0.483933	3
ber 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	
ber 2017	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	3:19	-	3:19	0:00	114575:56	2.791			-0.964385	
								1				2,791				
ber 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30:19	8	3:47	1:28	17:40	5	3:32		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			
ber 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	5
per 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	56:55	13	4:23	3:53	11:00	3	3:40	2:01	0.25076	5
per 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	174:53	41	4:16	3:34	11:20	3	3:47	2:51	-0.168741	í 👘
per 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	621:14	44	14:07	9:57	133674:15	3.412			-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	3:45	3:36	48:18	10			-0.886958	
ber 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable		N/A	11:55	4	2:59	1:11	40.10	10			-1.319983	
		MR-6E			Parity	N/A N/A	11:55		2:59	9:01	48:18 31906:28	762				
per 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity		136:40	12							-2.832792	
er 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	424	2,888			-0.414751	
er 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	1	10			-0.702728	5
er 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
001 2011		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	ŝ
	Maintenance and Repair		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	3
ber 2017 ber 2017	Maintenance and Repair Maintenance and Repair	MR-7D			Parity	N/A	10	41	24.39%	42.94%	1	10			0.519416	
oer 2017 oer 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable			10	41	4.55%			10			-1.787864	
ber 2017 ber 2017 ber 2017	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A					507	2 6 2 9			-1.707004	4 L
ber 2017 ber 2017 ber 2017 ber 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2			20.83%	507	3,638				
er 2017 er 2017 er 2017 er 2017 er 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	6	0.00%	0.00%	507	13	0.00%	0.00%	0.70/777	
er 2017 er 2017 er 2017 er 2017 er 2017 er 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	2 0 1	6 4	0.00% 25.00%	0.00% 43.30%	0	13 13	0.00%	0.00%	0.721522	
er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A	2 0 1	6 4 12	0.00% 25.00% 8.33%	0.00% 43.30% 27.64%	0 0 107	13 13 808	0.00% 0.00% 13.24%	0.00%	-0.49804	4
er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	2 0 1 1 14	6 4	0.00% 25.00%	0.00% 43.30%	0	13 13	0.00% 0.00% 13.24%	0.00%		4
er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A	2 0 1 1 1 14 14	6 4 12	0.00% 25.00% 8.33%	0.00% 43.30% 27.64%	0 0 107	13 13 808	0.00% 0.00% 13.24% 0.99%	0.00% 0.00% 33.90% 9.92%	-0.49804	4
er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017 er 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-7E MR-7E MR-8	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	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity	N/A N/A N/A N/A	2 0 1 1 14 14 1	6 4 12 1,112	0.00% 25.00% 8.33% 1.26%	0.00% 43.30% 27.64% 11.15%	0 0 107	13 13 808 2,114	0.00% 0.00% 13.24% 0.99%	0.00% 0.00% 33.90% 9.92% 0.43%	-0.49804 0.722997	4 7 7
er 2017 er 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-7E MR-7E MR-8 MR-8	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 Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A	2 0 1 1 14 14 1 1 0 0	6 4 12 1,112 69,280	0.00% 25.00% 8.33% 1.26% 0.00%	0.00% 43.30% 27.64% 11.15% 0.38%	0 0 107 21 1	13 13 808 2,114 55,134 293,991	0.00% 0.00% 13.24% 0.99% 0.00% 1.26%	0.00% 0.00% 33.90% 9.92% 0.43% 11.15%	-0.49804 0.722997 -0.15237	4 7 7 6
er 2017 er 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 1 Repair Repoir Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING	Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	2 0 1 1 14 14 1 1 0 0	6 4 12 1,112 69,280 52 221	0.00% 25.00% 8.33% 1.26% 0.00% 1.92% 0.00%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73%	0 0 107 21 1 3,702 23	13 13 808 2,114 55,134 293,991 2,416	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95%	0.00% 0.00% 33.90% 9.92% 0.43% 11.15% 9.71%	-0.49804 0.722997 -0.15237 0.043456 -1.395025	4 7 7 6 5
er 2017 er 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	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 Trouble Rate Trouble Rate Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LiS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	1 1 0 8	6 4 12 1,112 69,280 52 221 1,700	0.00% 25.00% 8.33% 1.26% 0.00% 1.92% 0.00% 0.47%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84%	0 0 107 21 1 3,702	13 13 808 2,114 55,134 293,916 2,416 936	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32%	0.00% 0.00% 33.90% 9.92% 0.43% 11.15% 9.71% 5.65%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339	4 7 7 6 5 9
er 2017 er 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repair Report Rete-Zone 1 Repair Report Reto-Zone 2 Repair Report Reto-Zone 2 Repair Report Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate Trouble Rate Trouble Rate	Urbundled Loop Analog Enhanced Extended Loops - DS1 Capable Urbundled Loop - DS1 Capable Urbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLED LOOP UNBUNDLED LOOP - ADSL COMPATIBLE Urbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A	1 1 0 8 13	6 4 12 1,112 69,280 52 221 1,700 13,074	0.00% 25.00% 8.33% 1.26% 0.00% 1.92% 0.00% 0.47% 0.10%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15%	0 0 107 21 1 3,702 23 3 3 3	13 13 808 2,114 55,134 293,991 2,416 936 936	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32%	0.00% 0.00% 33.90% 9.92% 0.43% 11.15% 9.71% 5.65%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965	4 7 6 5 9
eer 2017 eer 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 1 Repair Report Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSI: COMPATIBLE Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A	1 1 0 8	6 4 12 1,112 69,280 52 221 1,700 13,074 4,094	0.00% 25.00% 8.33% 1.26% 0.00% 1.92% 0.00% 0.47% 0.10% 1.10%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84%	0 0 107 21 1 3,702 23 3 3 3 19	13 13 808 2,114 55,134 293,991 2,416 936 936 2,155	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.32% 0.32% 0.32% 0.88%	0.00% 0.00% 3.3.90% 0.43% 11.15% 9.71% 5.65% 5.65% 9.36%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217	4 7 6 5 9 5 7
eer 2017 eer 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repair Report Rete-Zone 1 Repair Report Reto-Zone 2 Repair Report Reto-Zone 2 Repair Report Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate Trouble Rate Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20 S1 Capable Unbundled Loop - S1 Capable Unbundled Loop - XDSL	Parity 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	1 1 0 8 13 45 0	6 4 12 1,112 69,280 52 221 1,700 13,074 4,094 18	0.00% 25.00% 8.33% 1.28% 0.00% 1.92% 0.00% 0.47% 0.10% 1.10% 0.00%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43%	0 0 107 21 1 3,702 23 3 3 3 19 23	13 13 808 2,114 55,134 293,991 2,416 936 936 2,155 2,405	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.32% 0.88%	0.00% 0.00% 33.00% 9.22% 0.43% 11.15% 5.85% 5.85% 9.35% 9.73%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346	4 7 6 5 9 5 7 6
eer 2017 eer 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 1 Repair Report Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSI: COMPATIBLE Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A	1 1 0 8 13	6 4 12 1,112 69,280 52 221 1,700 13,074 4,094	0.00% 25.00% 8.33% 1.26% 0.00% 1.92% 0.00% 0.47% 0.10% 1.10%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15%	0 0 107 21 1 3,702 23 3 3 3 19	13 13 808 2,114 55,134 293,991 2,416 936 936 2,155	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.32% 0.32% 0.32% 0.88%	0.00% 0.00% 33.00% 9.22% 0.43% 11.15% 5.85% 5.85% 9.35% 9.73%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217	4 7 6 5 9 5 7 6
ber 2017 ber 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	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	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20 S1 Capable Unbundled Loop - S1 Capable Unbundled Loop - XDSL	Parity 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	1 1 0 8 13 45 0	6 4 12 1,112 69,280 52 221 1,700 13,074 4,094 18	0.00% 25.00% 8.33% 1.28% 0.00% 1.92% 0.00% 0.47% 0.10% 1.10% 0.00%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43%	0 0 107 21 1 3,702 23 3 3 3 19 23	13 13 808 2,114 55,134 293,991 2,416 936 936 2,155 2,405	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.32% 0.88%	0.00% 0.00% 3.3.0% 0.43% 11.15% 5.65% 5.65% 9.35% 9.75% 9.95%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346	4 7 6 5 9 5 7 6 4
ber 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repair Report Rate-Zone 1 Repair Repair Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable LLS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSI. COMPATIBLE Unbundled Loop - 2 Wire Nan-Loaded Unbundled Loop - XDSL i Unbundled Loop - AXISI.	Parity	N/A	1 1 0 8 13 45 0	6 4 12 1,112 69,280 52 221 1,700 13,074 4,094 18	0.00% 25.00% 8.33% 0.00% 1.92% 0.00% 0.47% 0.10% 1.10% 0.00% 0.26%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43% 5.13%	0 07 21 1 3,702 23 3 3 3 19 23 4,446	13 13 808 2,114 55,134 293,991 2,416 936 2,155 2,405 441,601	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.32% 0.38% 0.86% 1.01%	0.00% 0.00% 3.3.0% 0.43% 11.15% 5.65% 5.65% 9.35% 9.75% 9.95%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346 -10.596764	4 7 6 5 9 5 7 6 4
ber 2017 ber 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repair Report Rate-Zone 1 Repair Repair Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Repair Report Report Rate-Zone 2 Trouble Rate Rapair Appointments Met-Disp w/I MSA Trueble Rate Trueble Rate Trueble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLEN Unbundled Loop - ASSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 SWI R Non-Loaded Unbundled Loop - 2 SWI R Non-Loaded Unbundled Loop - XDSL Unbundled Loop - XDSL Unbundled Loop - XDSL Unbundled Loop - XDSL Unbundled Loop Analog Residence LIS Trunk	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A	1 1 0 8 13 45 0 56 1	6 4 12 1,112 69,280 52 221 1,700 13,074 4,094 18 2,1,240 18 3,3,696	0.00% 25.00% 8.33% 0.00% 1.92% 0.00% 0.47% 1.10% 0.10% 0.26% 0.26% 0.00% 0.26% 0.00%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43% 5.13% 0.00% 0.19%	0 07 21 1 3,702 23 3 3 3 19 23 4,446	13 13 808 2,114 55,134 293,991 2,416 936 2,155 2,405 441,601	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.32% 0.38% 0.86% 1.01%	0.00% 0.00% 3.3.0% 0.43% 11.15% 5.65% 5.65% 9.35% 9.75% 9.95%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346 -10.596764	4 7 6 5 9 5 7 6 4
ber 2017 ber 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	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 Rate Rate Rate Rate Rate Rate Rate	Urbundled Loop Analog Enhanced Extended Loops - DS1 Capable Urbundled Loop - DS1 Capable Urbundled Loop - DS1 Capable LIS Tunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Urbundled Loop - DS1 Capable Urbundled Loop - NDSL	Parity	N/A	1 1 0 8 13 45 0 56 1	6 4 12 1,112 69,280 52 221 1,700 13,074 4,094 18 21,240 1	0.00% 25.00% 8.33% 1.26% 0.00% 0.92% 0.00% 0.47% 0.10% 1.10% 0.00% 0.26% 100.00%	0.00% 43.30% 27.64% 11.15% 0.38% 13.73% 6.84% 3.15% 10.43% 5.13% 0.00%	0 07 21 1 3,702 23 3 3 3 19 23 4,446	13 13 808 2,114 55,134 293,991 2,416 936 2,155 2,405 441,601	0.00% 0.00% 13.24% 0.99% 0.00% 1.26% 0.95% 0.32% 0.32% 0.32% 0.38% 0.86% 1.01%	0.00% 0.00% 3.3.0% 0.43% 11.15% 5.65% 5.65% 9.35% 9.75% 9.95%	-0.49804 0.722997 -0.15237 0.043456 -1.395025 0.652339 -1.155965 0.874217 -0.415346 -10.596764	4 7 6 5 9 5 7 6 4

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
ctober 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	6	1	1 6.00							
ctober 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	E	3.00	0.00						
tober 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	13	1	1 13.00	0.00	49,337	299	165.01	222.36	-0.682455	-1.41490
tober 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	e	6 0.00%	0.00%						
tober 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	I 100.00%	0.00%	145	299		49.98%	3.719016	1.26100
ctober 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	1 100.00%	0.00%	702	703	99.86%	3.77%	-0.037716	-1.0229
ctober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
ctober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	6	e	5 100.00%	0.00%	1	1	100.00%	0.00%		
ctober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	74	78	3 94.87%							
ctober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	24	25	5 96.00%	19.60%	2	3	66.67%	47.14%	-1.018402	-1.61914
ctober 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	39	39	100.00%							
ctober 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1		4 25.00%							
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1		100.00%	0.00%	2	2	100.00%	0.00%		
October 2017 October 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10		0.00%	2	2	100.00%	0.00%		
October 2017 October 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	10			0.00%						
										0.00%						
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3								
october 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	1 5.00							
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154	51								
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	124	26								
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	194	39	9 4.97							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	27	3	3 9.00							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30	10	3.00							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	2 5.00							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	3 5.00							
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7		7 100.00%	0.00%	3	3	100.00%	0.00%		
Ctober 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	4		100.00%	0.00%	1.645	1.820		29.48%	-0.326074	-1.19823
Ctober 2017 October 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	90	90		0.00%	1,045	1,820	90.38%	29.48%	-0.320074	-1.19623
											6	6			-1.318011	
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28			18.25%	3	3	100.00%	0.00%		-1.80129
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	41	42		15.25%	1,368	1,475	92.75%	25.94%	-1.200623	-1.72992
October 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,936	2,937								
October 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6631.70	19,505								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15987.50	12,790	1.25							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22619.20	19,505	5 1.16							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3917.60	4,897	7 0.80							
october 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4439.10	4.897								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	698.00	1.745	5 0.40							
Ctober 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1291.50	1,740								
October 2017 October 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		TOTAL		N/A	1291.50	1,230								
			Pre-Order Response Times (Facility Assignment)		Diagnostic											
October 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3157.75	3,715								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7986.30	3,803								
October 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11144.05	3,715								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7782.60	7,630	1.02							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6512.80	5,815	5 1.12							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14295.40	7,630	1.87							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2382.72	1,088	3 2.19							
October 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.36	1,142	2 0.58							
October 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3045.08	1.088								
October 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3751.17	6.581								
October 2017	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE		N/A	7772.00	13,400								
					Diagnostic											
October 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11523.17	6,581								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	253.00	1,100								
October 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	864.80	1,880								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1187.01	981	1.21							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2304.81	1,880	1.23							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2498.49	3,621	0.69							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51544.20	2,710	19.02							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54042.69	3.621	14.92							
October 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8440.25	4.823								
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8141.40	4,523								
October 2017 October 2017	Pre-Ordering 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 XML Request/Response		N/A N/A	67107.81	4,523								
					Diagnostic	N/A N/A										
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic		26670.00	6,350								
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48371.80	3,485								
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3999.60	792								
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17552.50	5,015								
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3612.00	3,010								
October 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							
October 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,216	2,812	2 78.81%							
October 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	75								
October 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	474								
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,216	2,223								
October 2017 October 2017	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	2,216									
ctober 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	370								
October 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:15	3	1.20							
October 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	565:30	351								
ctober 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	50	50								
ctober 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	385	385	5 100.00%							
ctober 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,034	2,034	100.00%							
October 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14								
Ctober 2017	Pre-Ordering Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs		Benchmark	90.00%	14									
				Unbundled Loop AGG-EELs			163	164								
October 2017	Pre-Ordering Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%										
		PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	3 100.00%							
ctober 2017 ctober 2017	Pre-Ordering Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A		12	2 58.33%	49.30%		64	1.56%	12.40%	-14.551534	-9.84670

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Sco
eptember 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	·) =) =	N/A	1,618	1,623	99.69%							
eptember 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,053,953	1,053,953	100.00%							
eptember 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
eptember 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,136	2,142	99.72%	5.29%	51,391	51,958	98.91%	10.39%	-3.541261	1 -3.152
	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,790	5,790	100.00%							
eptember 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	5,203,914	4,733,144	1.10							
eptember 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4367.93	26,443	0.17							
eptember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,340	29,340	100.00%							
eptember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
eptember 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
eptember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700	41,700	100.00%							
eptember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,485	40,485	100.00%							
eptember 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
eptember 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
eptember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	8	87.50%	33.07%	8	14	57.14%	49.49%	-1.384095	5 -1.8
eptember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	80.00%							
eptember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	15	24	62.50%							
eptember 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	28	28.57%	45.18%	8	13	61.54%	48.65%	1.663137	7 0.01
ptember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	7	12	58.33%	49.30%	-0.159464	
ptember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%		12	00.0070	40.0070	0.100404	1.00
ptember 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/r4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	7	13	53.85%	49.85%	-1.218899	9 -1.74
		MR-5B MR-5X						-			371					
	Maintenance and Repair		Out of Service cleared w/i 24 hours	Business	Parity	N/A		15	73.33%	44.22%		601	61.73%		-0.913234	
ptember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:03	7	3:09	1:45	56:17	13	4:20		-0.961914	
ptember 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		-2.645608	
ptember 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		1.439531	
ptember 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	150:59	28	5:24	2:34	50:21	12	4:12		1.126391	
ptember 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	
ptember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	42:37	6	7:06	7:40	67:45	7	9:41	I 10:25	-0.44427	7 -1.2
ptember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:52	1	0:52	0:00						1
ptember 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:38	2	2:49	1:05	76:53	8	9:37	9:39	-0.890511	1 -1.5
	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		-0.724023	
ptember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	25.00%	43.30%	20100.47	15	20.00%		-0.217854	
ptember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	5	20.00%	40.00%	5	15	0.00%		-0.318639	
		MR-7D MR-7D				N/A	3	24	12.50%	33.07%	0	3				
tember 2017	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity		3				0	3	0.00%		-0.50143	
tember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	0	28	0.00%	0.00%	3	14	21.43%		-1.595448	
tember 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	51	7.84%	26.88%	378	3,171	11.92%		-0.891493	
ember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	3	13	23.08%	42.13%	-1.109765	5 -1.6
tember 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
tember 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%	42.13%	0.059717	7 -0.9
tember 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%	34.88%	0.627535	5 -0.6
tember 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	1,169	1.20%	10.88%	26	2,154	1.21%	10.92%	-0.023826	6 -1.0
otember 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69.520	0.00%	0.38%	0	55.812	0.00%			
ptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	52	0.00%		3,250	297.561	1.09%		-0.757709	9 -1.4
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	220	0.00%		27	2.457	1.10%		-1.497851	
		MR-8		UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	0	1.764	0.28%	5.32%	21	2,437	0.31%		-0.13113	
ptember 2017	Maintenance and Repair		Trouble Rate		Parity		5				3					
ptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	13,260	0.18%	4.25%	3	959	0.31%		-0.705978	
ptember 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%		-1.638056	
ptember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		27	2,447	1.10%		-0.446497	
otember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	53	21,614	0.25%	4.95%	3,975	445,984	0.89%	9.40%	-9.869832	-
tember 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	13	33,888	0.04%	0.24%						-2.8
tember 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	13,015	0.01%	0.07%						-2.9
tember 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%							
	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%							
tember 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	9	3	100.00%	0.00%	709	715	99.16%	9.12%	-0.159002	2 -1.0
ember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	100	, 15	100.00%		-0.138002	
	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D		Unbundled Loop - 2 Wire Non-Loaded		N/A 90.00%	91	91	100.00%	0.00%	5	5	100.00%	0.00%		
tember 2017			Interval Zone 1 Areas		Benchmark											
tember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	20	65.00%	47.70%				L		
tember 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	29	30	96.67%							
tember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19	19	100.00%							
tember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
tember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	5	5	100.00%							
ember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
tember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	7	85.71%							
tember 2017	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	301	271	1.11	0.57	-0.192807	7 -1.
tember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	225	77	2.92							
tember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	146	20	7.30							1
tember 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	140	30	4.60							
ember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	130	30	4.80							
		OP-4E OP-4E				6.00 N/A	15	3	5.00	0.00						
ember 2017	Ordering and Provisioning		Interval Zone 2 Areas	LIS Trunk	Parity			1		0.00						
ember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	15	5	3.00							
ember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
tember 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	33	7	4.71							
tember 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%			
tember 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3	100.00%	0.00%	1,809	2,012	89.91%	30.12%	-0.579783	3 -1.
tember 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	111	112	99.11%	9.41%	3	3	100.00%	0.00%	-1.941696	6 -2
tember 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	24	100.00%	0.00%	1	1	100.00%	0.00%		1
tember 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%		-0.535328	8 -1.
tember 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	3,472	3.478	99.83%	LL. U 1 /0	1,010	1,040	02.2170	20.00 %	0.000020	-
				REQUEST			6435.00	3,478	99.83%							
tember 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic	N/A										
tember 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15360.00	12,800	1.20							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21795.00	19,500	1.12							
ember 2017 ember 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3963.33	4.893	0.81							

spatember 2017 Prit spatember 2017 Prit		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)	TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	4484.27 696.00	4,893 1,740	0.92 0.40							
September 2017 Prir September 2017 Prir	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	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE												
spetember 2017 Priv	re-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	Pre-Order Response Times (Facility Assignment)		Diagnostic											
September 2017 Pr	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI				N/A	1254.24	1,206	1.04							
September 2017 Pr	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	1950.24	1,740	1.12							
September 2017 Prir	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3118.08	3.712	0.84							
September 2017 Pre- September 2017 Pre-	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7980.00	3.800	2.10							
September 2017 Pre- September 2017 Pre-	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11098.08	3,712	2.99							
September 2017 Pre- September 2017 Pre-	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7699.23	7.623	1.01							
September 2017 Pre- September 2017 Pre-			Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6555.13	5,801	1.13							
September 2017 Prev September 2017 Prev	Pre-Orderina	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	14254.36	7.623	1.87							
September 2017 Pro September 2017 Pro	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2374.02	1,089	2.18							
September 2017 Pre- September 2017 Pre- September 2017 Pre- September 2017 Pre- September 2017 Pre- September 2017 Pre- September 2017 Pre-	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	649.80	1,089	0.57							
September 2017 Pre September 2017 Pre September 2017 Pre September 2017 Pre September 2017 Pre September 2017 Pre		PO-1-IMA GUI		TOTAL		N/A	3023.82	1,140	2.78							
September 2017 Pre September 2017 Pre September 2017 Pre September 2017 Pre September 2017 Pre		PO-1-IMA GUI PO-1-IMA GUI		REQUEST	Diagnostic											
September 2017 Pre September 2017 Pre September 2017 Pre September 2017 Pre	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic	N/A	3684.80	6,580	0.56							
September 2017 Pre September 2017 Pre September 2017 Pre	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7859.39	13,321	0.59							
September 2017 Pre September 2017 Pre	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11544.19	6,580	1.75							
September 2017 Pre	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	252.31	1,097	0.23							
	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	860.20	1,870	0.46							
eptember 2017 Pre	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1176.00	980	1.20							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2288.51	1,870	1.22							
September 2017 Pre	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2461.60	3,620	0.68							
September 2017 Pre	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51555.12	2,712	19.01							
September 2017 Pre	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54016.72	3,620	14.92							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8243.91	4,821	1.71							-
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8047.38	4,521	1.78					· · · · · · · · · · · · · · · · · · ·		
September 2017 Pre		PO-1-XML PO-1-XMI	Pre-Order Response Times (Appl: Scheduler XML)	XML Request/Response	Diagnostic	N/A	67019.40	6.895	9.72							
	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Pacinty Check AML) Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26446.14	6,342	4.17							
	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI		XML Request/Response XML Request/Response		N/A N/A	26446.14 47981.96	6,342	4.17							
			Pre-Order Response Times (Loop Qual Tools XML)		Diagnostic											
	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		PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17581.59	5,009	3.51							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3615.60	3,013	1.20							
September 2017 Pre	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5501.40	1,590	3.46							
September 2017 Pre	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,175	2,777	78.32%							
September 2017 Pre	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	42	61.90%							
September 2017 Pre	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	356	420	84.76%							
September 2017 Pre	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,175	2,185	99.54%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	26	100.00%							
September 2017 Pre		PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	356	358	99.44%							
	Pre-Ordering	PO-3C	I SBs received via facsimile	Product Aggregate	Diagnostic	N/A	101:18	4	25:20							
	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	765:18	301	2:33					+		
	Pre-Ordering	PO-5A-(a)	Electionic LSRs Rejected Manually EOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	25	25	2.33							
	Pre-Ordering	()			Benchmark	95.00%	351	354	99.15%							
		PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs												
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,973	1,975	99.90%							
	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	129	129	100.00%							
	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	521	522	99.81%							
	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
September 2017 Pre	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
September 2017 Pre	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	10	16	62.50%	48.41%	3	72	4.17%	6 19.98%	-10.56207	-7.4212
August 2017 Bill	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,740	1,742	99.89%							
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1.108.807	1.108.807	100.00%							
	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5.696	5,696	100.00%							
	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,785	2,793	99.71%	5.34%	86.255	86.726	99.46%	6 7.35%	-1.816588	-2.1044
	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A N/A	2,785	2,793	99.71%	0.34%	00,255	00,726	33.46%	1.35%	-1.010388	-2.1044
	5															
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,803,802	4,428,264	1.08							
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5383.47	31,907	0.17							
	lectronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
	lectronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
August 2017 Ele	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
August 2017 Ele	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
August 2017 Ele	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
	faintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	9	88.89%	31.43%	14	15	93.33%	6 24.94%	-0.304339	-1.1850
	Naintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
	Aaintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	80.00%							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	17	26	65.38%							
	Aaintenance and Repair	MR-5A	All Troubles Cleared w/r4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29	39	74.36%	43.67%	10	11	90.91%	28.75%	0 731997	-0.5549
	Aaintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29		50.00%	43.67%	10	14			0.38532	
	Vaintenance 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		N/A N/A	1	2	50.00%	50.00%	12	14	0.00%		0.38532	-0.765
		MR-5B MR-5B			Parity		0	1	0.0070	0.00%	0	1	0.00%	0.00%		
	faintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%						L	
	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	00.007		0.814728	
	Naintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	7	57.14%	49.49%	307	573			-0.187992	
	faintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	1,524	3,489			-1.605386	
	faintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	23:04	1	23:04	0:00	94342:50	2,421				
ugust 2017 Ma	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	22:24	1	22:24	0:00	24392:25	741	32:55	5 30:37	-0.343334	-1.208
	Aaintenance 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	7 1:14	1.607248	-0.022
ugust 2017 Ma	Aaintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	89:00	1	89:00	0:00						-
	Aaintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:59	5	2:36	1:47	7:02	1	7:02	2 0:00		
	Aaintenance 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			
	Aaintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	139:22	39	3:34	3:06	19:02	10				0.064
	Aaintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	462:52	60	7:43	8:07	102826:32	2,670				

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator C	CLEC Denominator	CLEC Result CLEC	C Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result C	L-Q Standard Deviatior	Modified Z Score	Parity Score
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:21	2	3:40	2:00	50:36	9	5:37	10:34	-0.235879	-1.143404
August 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						
August 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	37:13	9	4:08	2:23	55:02	10	5:30	9:58	-0.298867	-1.18169
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	36:21	4	9:05	9:59	26376:01	789	33:26	33:39	-1.442882	-1.8772
August 2017	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	265	2,419	10.95%	31.23%	-0.350679	-1.21319
	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%	0.00%		
August 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	105	746	14.08%	34.78%	-0.404459	-1.24589
	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
August 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	9	0.00%	0.00%	4	19	21.05%	40.77%	-1.276155	-1.77584
		MR-7D	Repair Repeat Report Rate-Zone 1	I IS Trunk	Parity	N/A	0	1	0.00%	0.00%						
August 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	5	0.00%	0.00%	0	1	0.00%	0.00%		
		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	26	7.69%	26.65%	0	1	0.00%	0.00%	-1 446104	-1.87916
August 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	39	10.26%	30.34%	4	19	21.05%	40.77%	-0.946553	-1.57546
		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	60	3.33%	17.95%	335	3.228	10.38%	30.50%	-1 772843	-2.07781
August 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	555	3,220	6.67%	24.94%	-0.355036	
		MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	13	0.00%	0.00%	-0.555050	-1.21304
August 2017 August 2017		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded		N/A	0	1	0.00%	0.00%	U	1	0.00%	0.00%		
	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2		Parity	N/A N/A	0	1	0.00%	0.00%		15	6.67%	24.94%	-0.633866	-1.38536
	······			Unbundled Loop - DS1 Capable	Parity		0	9	010070	0.0010	1					
August 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	127	929	13.67%	34.35%	-0.794167	-1.48281
		MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	1,178	0.93%	9.62%	29	2,185	1.33%	11.44%	-0.951146	-1.57825
August 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,568	0.00%	0.54%	1	56,365	0.00%	0.42%	0.461138	
		MR-8	Trouble Rate	Residence	Parity	N/A	2	51	3.92%	19.41%	3,424	301,392	1.14%	10.60%	1.203244	-0.2684
	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	
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,803	0.28%	5.26%	1	975	0.10%	3.20%	1.373346	-0.16506
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	27	13,357	0.20%	4.49%	1	975	0.10%	3.20%	0.937752	-0.42988
August 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	48	4,243	1.13%	10.58%	26	2,226	1.17%	10.74%	-0.130659	-1.07943
		MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		34	2,480	1.37%	11.63%	-0.498399	-1.30300
		MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	64	21,805	0.29%	5.41%	4,157	450,840	0.92%	9.56%	-9.483998	-6.76586
August 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,149	2.419	88.84%	31.49%	-0.354384	-1.2154
		MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	4	100.00%	0.00%	679	2,415	91.02%	28.59%	-0.313915	-1.19084
		NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	33.888	0.03%	0.23%	518	740	01.0270	20.0070	0.010010	-2.91696
		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13.087	0.05%	0.36%						-2.85640
•		NI-1D NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk		N/A	6	33.888	0.03%	0.30%						-2.03040
August 2017	Network Performance				Diagnostic		9									
August 2017		NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	6	13,087	0.05%							
		OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	34	1	34.00							
August 2017		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	3	1	3.00	0.00	760	1	760.00	0.00		
August 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%						
August 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	1	0.00%	0.00%		
August 2017	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	13	13	100.00%	0.00%	7	7	100.00%	0.00%		
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	53	53	100.00%							
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	19	24	79.17%	40.61%	2	3	66.67%	47.14%	-0.433013	-1.263253
August 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45	48	93.75%							
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	1	1	100.00%	0.00%		
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0	2	0.00%							
		OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	- 5	100.00%	0.00%						
August 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	7	100.00%	0.0070						
	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3		3.00							
August 2017 August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	85	1	2.74							
		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	5.50	97	17	5.71							
August 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	259	49	5.29							
		OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	20	2	10.00							
August 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
			Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	35	7	5.00							
	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	21	21	100.00%	0.00%	11	11	100.00%	0.00%		
	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	4	5	80.00%	40.00%	-0.456435	-1.277493
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	56	56	100.00%	0.00%	6	7	85.71%	34.99%	-1.01835	-1.619113
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	29	96.55%	18.25%	3	4	75.00%	43.30%	-0.933154	-1.567317
August 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	56	56	100.00%	0.00%	1,773	1,895	93.56%	24.54%	-1.934619	-2.176165
August 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,931	5,944	99.78%							
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6681.68	19,652	0.34							
August 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16737.50	12.875	1.30							
August 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23419.18	19,652	1.19							
August 2017 August 2017			Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4329.60	4,920	0.88							
August 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4853.48	4,920	0.99							
August 2017 August 2017	Pre-Ordering		Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	4655.46	4,920	0.99							
August 2017 August 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A N/A	1329.80	1,770	1.09							
			Pre-Order Response Times (Facility Assignment)	TOTAL		N/A N/A	2055.50	1,220	1.09							
August 2017 August 2017			Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A N/A	2055.50 3024.00	3,600	0.84							
	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A N/A	3024.00									
August 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic			3,717	2.15							
August 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11015.55	3,600	3.06							
August 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7900.00	7,900	1.00							
August 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6840.00	5,700	1.20							
August 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14740.00	7,900	1.87							
August 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2343.50	1,090	2.15							
August 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	660.00	1,200	0.55							
August 2017 August 2017			Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3003.50	1,090	2.76							
	Pre-Ordering	PO-1-IMA GUI	rie-Order (cesponse rimes (weet rom inquiry)													
August 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Neer Font Indulty) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3380.00	6,500	0.52							
August 2017 August 2017		PO-1-IMA GUI			Diagnostic	N/A N/A		6,500 13,200	0.52							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLEC Standard Deviation	r CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	274.50	1,098	0.25						
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	855.00	1,900	0.45						
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1261.00	970	1.30						
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2390.50	1,900	1.26						
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2590.00	3,700	0.70						
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51415.95	2,699	19.05						
August 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54005.95	3,700	14.60						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8160.00	4,800	1.70						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8214.31	4,589	1.79						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67824.35	6,985	9.71						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	27392.00	6,400	4.28						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47913.06	3,477	13.78						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3956.40	785	5.04						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17500.00	5,000	3.50						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3900.00	3,000	1.30						
August 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5781.66	1,671	3.46						
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,195	2,767	79.33%						
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	50	40.00%						
August 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	393	80.66%						
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,195	2,207	99.46%						
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	20	20	100.00%						
August 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	317	321	98.75%						
August 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	101:39	4	25:25						
August 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	575:56	298	1:56						
August 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	20	20	100.00%						
August 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	321	321	100.00%						
August 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,999	1,999	100.00%						
August 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%						
August 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	121	122	99.18%						
August 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	516	516	100.00%						
August 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.00%						
August 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	22	13.64% 34.329	3	3 77	3.90%	19.35%	-2.082207	-2.265892