

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington October 2017 - October 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.

November 15, 2018

CenturyLink QC Performance Results - Current 271 PID

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	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,737	1,737	100.00%							
ctober 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	914,215	914,335	99.99%							
ctober 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,783	2,783	100.00%							
ctober 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,432	2,435	99.88%	3.51%	52,760	53,046	99.46%	7.32%	-2.740713	-2.66623
ctober 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,782	2,783	99.98%							
ctober 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,787,149	2,750,740	1.01							
ctober 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1567.73	24,436	0.06							
October 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
October 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
October 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
October 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
October 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
October 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
October 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	2	3	66.67%	47.14%	-0.92582	-1.56285
October 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%	2	2	100.00%	0.00%		
October 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2	0.00%							
October 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	14	21.43%							
October 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	23	43.48%	49.57%	1	2	50.00%	50.00%	-0.514837	-1.3129
ctober 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	4	6	66.67%	47.14%	-0.327327	-1.1990
ctober 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
ctober 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	8	87.50%	33.07%	4	6	66.67%		-0.818317	-1.4975
October 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	5	60.00%	48.99%	421	624	67.47%	46.85%	-0.062314	-1.0378
October 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%	2,048	3,452	59.33%		-0.827858	
October 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	22:49	1	22:49	0:00	26677:11	656	40:40		-0.184144	
October 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9:04	4	2:16	1:06	21:52	3	7:17	0.00		
October 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	3:18	1	3:18	0:00	3:50	2	1:55		-0.631062	
October 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	16:19	2	8:10	1:50	37:10	3	12:23			-1.370
October 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	155:53	14	11:08	9:06	37:10	3	12:23		-0.259396	-1.15770
ctober 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	146:02	23	6:21	4:51	17:55	2	8:57		0.00000	
October 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	291:42	40	7:18	7:08	75614:27	2,722	27:47		-2.67269	
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	26:11	8	3:16	3:02	18:09	5	3:38	0:59	-0.63898	-1.38847
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:46	1	14:46	0:00						
October 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	34:20	8	4:18	5:20	18:09	5	3:38			
ctober 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	36:42	10	3:40	2:06	28005:55	690	40:35		-1.221597	-1.7426
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	881	1.36%	11.59%	9	1,931	0.47%	0.0	3.235698	0.9671
October 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	62,080	0.00%	0.40%	2	49,827	0.00%		-0.630625	
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	44	0.00%		3,284	255,619	1.28%		-0.756662	
October 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	222	0.45%	6.70%	9	2,230	0.40%		-0.288688	-1.175
October 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,278	0.23%	4.84%	3	898	0.33%		-0.395345	-1.2403
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	14	11,060	0.13%	3.56%	3	898	0.33%		-1.036323	
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	31	3,454	0.90%	9.43%	8	1,982	0.40%		2.764251	
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	11	0.00%		9	2,221	0.41%		-0.211034	
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	50	18,651	0.27%	5.17%	4,037	390,304	1.03%	10.12%	-10.104372	
October 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	11	30,648	0.04%	0.25%						-2.88803
October 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	12,847	0.02%	0.30%						-2.92988
October 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	30,648	0.04%							
October 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	12,943	0.04%							
October 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%		
October 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
October 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	104	126	82.54%							
October 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%	2	2	100.00%	0.00%		
October 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	21	71.43%							
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	4	75.00%							
October 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%		
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	11	11	100.00%							
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	0	1	0.00%	0.00%		
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
October 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	9	1	9.00	0.00	9	1	9.00	0.00		
October 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
October 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	155	53	2.92							
October 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	8	2	4.00							
October 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	111	20	5.55							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	6	3	2.00							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
ctober 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	15	3	5.00							
ctober 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							
ctober 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,028	4,037	99.78%							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22789.30	94,070	0.24							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48697.53	60,590	0.80							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71486.83	94,070	0.76							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7227.55	15,610	0.46							
october 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7867.93	15,610	0.50							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	709.20	9,195	0.08							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5931.43	12,820	0.46							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12583.39	15,325	0.82							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2342.49	12,060	0.19							
ctober 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14925.88	15,325	0.97							
ctober 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26811.88	31,875	0.84							
ctober 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
	Pre-Ordering	DO 4 1144 OU	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33297.88	31.875	1.04							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5669.50	5,820	0.97							
October 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.58	3,825	0.08							
October 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5984.08	5,820	1.03							
October 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10159.15	24,940								
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17143.77	45,650								
October 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27302.92	24,940								
October 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	183.75									
October 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3571.83	6,990								
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75									
October 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6073.33	6,990	0.87							
October 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							
October 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180								
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	0.00							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280								
October 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							
October 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							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,721	2,282								
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	50	0.010070							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	347	412								
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,721	1,803								
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	35								
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	347	351								
October 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	902:36	225	4:01							
October 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	33	33	100.00%							
October 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	328	331	99.09%							
October 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,512	1,522	99.34%							
October 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	7	8								
October 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	113	114	99.12%							
October 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	461	474								_
October 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							_
October 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	30		17.95%	1	65	1.54%	12.31%	-0.660712	-1.4016
September 2018	Billing	BI-2	Invoices Delivered within 10 Days	ΔΙΙ	Parity by Design	N/A	1.657	1,658	99.94%			-	1.0.1.			
September 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	910.203	910.203	100.00%							_
September 2018	9	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,357	3,357	100.00%							_
September 2018		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1.830	1.837	99.62%	6.16%	67.747	68.055	99.55%	6.71%	-0.450643	3 -1.2739
September 2018	Billing	BI-4B		Reciprocal Compensation		N/A	3,357		100.00%	0.10%	07,747	66,000	99.55%	0.7170	-0.400043	-1.2739
September 2018	Database Updates	DB-1B	Reciprocal Compensation (MOU):	LIDB	Diagnostic Diagnostic	N/A	2.848.676	2.811.880	1.01							_
September 2018		DB-1B DB-1C-1	All	Directory Listing		N/A	2,848,676	2,811,880	0.09							_
September 2018		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	1619.28	18,849								
September 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
September 2018 September 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XMI	Diagnostic Diagnostic	N/A	28,800	28,800	100.00%							_
September 2018 September 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-1		EBTA		N/A	28,800	28,800	100.00%							_
			Gateway Availability - Repair		Diagnostic											_
September 2018		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125								_
September 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							
September 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2018		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%	7	7	100.00%	0.00%	1.690622	0.027
September 2018		MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
September 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	4	25.00%							
September 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								
September 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	25		42.71%	6	7	85.71%			
September 2018		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2		0.00%	6	11	54.55%	49.79%	-1.187542	-1.721
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
September 2018		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	6	11			0.416666	
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3	0.0101.70	47.14%	289				-0.067534	
September 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%	1,310				-0.945672	
September 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	17:27	1	17:27	0:00	20950:09	536			-0.591473	
September 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	27:21	5	5:28	3:20	12:46	6	2:08	1:07	2.096927	0.274
September 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	4:42	1	4:42	0:00						
September 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	21:14	4	5:19	2:36						
September 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77:09	12	6:26	6:15						
September 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	94:30	25	3:47	3:19	25:33	5	5:07	6:07	-0.444387	-1.270
September 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	219:02	31	7:04	5:51	65961:55	1,900	34:43	50:20	-3.033585	-2.844
September 2018		MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6:18	2	3:09	0:23	59:24	9	6:36	5:23	-0.820782	2 -1.
September 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10:45	1	10:45	0:00						
September 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:36	1	2:36	0:00						
September 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	48:56	4	12:14	6:25	59:24	9	6:36	5:23	1.498513	-0.088
September 2018		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	26:03	6		2:47	21366:39	548				
September 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0.00	1	0.00%	0.00%	£1000.39	2	0.00%		2.0.2077	200
September 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	-	20.00%	40.00%	- 1	9			-0.264741	-1.160
September 2018		MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A		1	0.00%	0.00%		·	11.717	01.4070	0.204741	00
September 2018		MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4		0.00%						
September 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	12	0.0070	0.00%						-
September 2018 September 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	-	25		40.00%			11 11%	31 43%	0.032029	9 -0.980
		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					1	9			0.000000	
			Repair Repeat Report Rate-/one 1	unnundled Loop Analog	Panty	IN/A	1	31	3.23%	17.67%	305	2,284	13.35%	34.02%	-1.64664	-2.001
eptember 2018	Maintenance and Repair Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A		2	50.00%	50.00%	2	11			0.194028	-0.88

Month September 2019	PID Category	PID MD 75	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
eptember 2018	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	0	1	0.00%	0.00%						
ptember 2018	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity		0	1								
eptember 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	2	11	18.18%	38.57%	-0.807373	
eptember 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	59	633	9.32%	29.07%	-0.781623	
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	897	0.78%	8.80%	18	1,964	0.92%	9.53%	-0.354452	-1.21549
eptember 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	61,936	0.00%	0.40%	0	50,875	0.00%			
eptember 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	45	0.00%		2,391	257,992	0.93%	9.58%	-0.648749	1.00-1-1
September 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	224	0.45%	6.67%	20	2,268	0.88%	9.35%	-0.66496	-1.40426
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,310	0.38%	6.17%	0	912	0.00%			
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	11,239	0.12%	3.40%	0	912	0.00%			
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	29	3,539	0.82%	9.02%	18	2,013	0.89%	9.41%	-0.284426	-1.17291
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0		0.00%		20	2,259	0.89%	9.37%	-0.312701	-1.19010
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	37	18,951	0.20%	4.41%	2,917	393,676	0.74%	8.58%	-8.556502	-6.20198
September 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	12		0.04%	0.24%						-2.87690
September 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	12.919	0.02%	0.12%						-2.93295
September 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	30.576	0.05%							
	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3		0.02%							
September 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	12	,	12.00	0.00	51.110	281	181.89	269.96	-0.628185	-1.38190
September 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	12		100.00%	0.00%	142	281	50.53%	50.00%	3.719016	1.26100
		OP-15B-RD				N/A	4	4	100.00%		142	4			3.719010	1.20100
	Ordering and Provisioning		Interval Zone 1 Areas	LIS Trunk	Parity					0.00%	4	4	100.00%	0.00%		
September 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57		82.61%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	10		100.00%	0.00%	4	4	100.00%	0.00%		
September 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	19	94.74%							
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
September 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%		
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	2	100.00%							
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
September 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	7	8	87.50%							
September 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	1	4.00	0.00	5	1	5.00	0.00		
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	275	54	5.09	5.00			2.00	5.00		
September 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	12		3.00							
September 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	98	22	4.45							
		OP-4E	Interval Zone 1 Areas		Benchmark	5.50	90	- 22	5.00							
September 2018	Ordering and Provisioning			Unbundled Loop - DS1 Capable			5	- 1								
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	42	8	5.25							
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	8	8	100.00%	0.00%		
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	78	80	97.50%	15.61%	1	1	100.00%	0.00%	-1.965272	
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	11	12	91.67%	27.64%	3	4	75.00%	43.30%	-0.666667	-1.40530
September 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	29	30	96.67%	17.95%	1,135	1,217	93.26%	25.07%	-0.734882	-1.44677
September 2018	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	6	6	100.00%							
September 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1.997	2.000	99.85%							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	288.89	1,536	0.19							
September 2018		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	306.37	720	0.43							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	595.26		0.39							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
September 2018		PO-1-IMA GUI		TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST		N/A	4939.50	1,200	0.12							
September 2018			Pre-Order Response Times (Facility Assignment)		Diagnostic											
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00		3.98							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.12							
September 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	3,479	9.22							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	3,479	9.34							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	196.77	236	0.83							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6682.77	236	28.32							
September 2018			Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
September 2018			Pre-Order Response Times (Weet Point Inquiry)	REQUEST	Diagnostic	N/A	123.61	360	0.34							
September 2018		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	89.62	720	0.34							
September 2018 September 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL		N/A	213.23	360	0.12							
					Diagnostic											
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	2,326	0.66							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
September 2018			Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	2,326	3.67							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	2,326	4.45							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	67.76	180	0.38							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1370.47	180	7.61							
September 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
September 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
September 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scriedulei XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7.176	9.68							
September 2018		PO-1-XMI	Pre-Order Response Times (Facility Creck XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,176	3.54							
		PO-1-XML				N/A	25880.94 40974.96	4,568	8.97							
September 2018	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic											
September 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
September 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							
September 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							
September 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12		3.46							
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,634	2,097	77.92%							
	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	22	62	35.48%							
September 2018			All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	236	288	81 94%							
September 2018 September 2018	Pre-Ordering	PO-2A														
September 2018 September 2018 September 2018				LNP				1 695	96.40%							
September 2018	Pre-Ordering Pre-Ordering Pre-Orderina	PO-2A PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs		Diagnostic Diagnostic	N/A N/A	1,634	1,695	96.40% 95.65%							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	741:07	202	3:40							
September 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	22	22	100.00%							
September 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs LNP	Benchmark	95.00%	207	207	100.00%							
eptember 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	1,468	1,468	100.00%							
eptember 2018		PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	90.00%	17	17	100.00% 99.07%							
eptember 2018	Pre-Ordering Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark Benchmark	90.00%	373	108	99.07%							
eptember 2018 eptember 2018		PO-5B-(c) PO-5D	FOCs on Time for Electronic/Manual LSRs FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3/3	3/9	100.00%							
September 2018	Pre-Ordering	PO-5D PO-9B				N/A		16	43.75%	49.61%		56	0.000	0.00%		
ugust 2018	Billing	PU-9B BI-2	Unbundled Loops Invoices Delivered within 10 Days	Unbundled Loops and Number Portability All	Parity Parity by Design	N/A	1.839	1.840	43.75% 99.95%	49.61%	U	56	0.00%	0.00%		
	9	BI-3A			. , , ,	N/A N/A	951.237	951.237	100.00%							
August 2018 August 2018	Billing Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic Diagnostic	N/A	3.687	3.687	100.00%							
August 2018 August 2018	Billing	BI-3B BI-4A		Reciprocal Compensation	Parity	N/A		2,136	99.58%	6.48%	50.115	50 504	00.050	9.68%	-2.456192	0.40000
August 2018 August 2018	Billing	BI-4A BI-4B	UNEs and Resale Aggregate Reciprocal Compensation (MOU):	UNEs and Resale Aggregate Reciprocal Compensation	Diagnostic	N/A	2,127	2,136	100.00%	6.48%	50,115	50,594	99.05%	9.68%	-2.456192	2 -2.4932
	Database Updates	DB-1B	Reciprocal Compensation (MOU):	LIDB		N/A	3,687		1.01							_
August 2018		DB-1B DB-1C-1	All		Diagnostic	N/A	3,791,558	3,736,924 35.842	0.08							_
August 2018	Database Updates	GA-1		Directory Listing	Diagnostic	N/A	30.600		100.00%							_
August 2018 August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI SIA	Diagnostic	N/A	30,600	30,600 30,600	100.00%							_
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR		Diagnostic	N/A										_
August 2018	Electronic Gateway Availability		Gateway Availability - LSR	XML EBTA	Diagnostic		30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair		Diagnostic	N/A	43,200	43,200	100.00%							
ugust 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
ugust 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			0.824874	
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			-1.774824	
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			-0.338062	
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			-0.258166	
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			-0.552509	
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						
ugust 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	-1.3621
lugust 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-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	278	2,083	13.35%	34.01%	-0.392355	
August 2018	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%	0	14	0.00%	0.00%		
August 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%						
August 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%	0.00%						
August 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	7	31	22.58%	41.81%	0	14	0.00%	0.00%	1.572251	-0.04413
August 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	54	11.11%	31.43%	360	2.693	13.37%	34.03%	-0.482527	7 -1.29335
August 2018	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1	14			-0.3669	
August 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	- 1	14			-0.568399	
August 2018	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	7	0.00%	0.00%	69	656			-0.902297	7 -1.54855
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			-0.11648	
August 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	63,041	0.00%	10.0270	2.0	51.091	0.00%		-0.11040	-1.0700
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A		46	2.17%	14.58%	2.739	260.938			0.293335	-0.82166
August 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	226	0.00%	14.30%	2,739	2,293	1.05%		-1.59473	
-		MR-8		UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	2	1.337	0.00%	3.86%	20	2,293			-1.58473	-1.86852
August 2018	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A N/A	_				0					-
August 2018	Maintenance and Repair		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity		19	11,346	0.17%	4.09%	0	915			0.400:-:	4.00
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	37	3,598	1.03%	10.09%	24	2,038			-0.499121	
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	13	0.00%		28	2,284	1.23%	11.00%	-0.400543	
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%		-7.724288	
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	
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								
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		1	5.00							
				= = DO 1 Oupuble			3		3.00							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	75	15	0.00							
August 2018 August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A N/A	87	91	100.00% 95.60%	0.00%	8	8	100.00%	0.00%	-0.553356	-1.33641
August 2018 August 2018	Ordering and Provisioning 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	24			20.50%	8	8	100.00%	0.00%	-0.553356	-1.33641
August 2018 August 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/Δ	30	32		24.21%	1,498	1,592			-0.186722	-1.11351
August 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	761	764		24.2170	1,400	1,002	84.1076	23.31 /6	-0.100722	-1.113318
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	11.838								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	8,278	0.00							
August 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	11.838								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,581								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	846.46	1,581	0.54							
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	491.52	1,204								
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97.84	1,136	0.09							
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	589.36	1,204								
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								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.74	1,498	0.99							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	3,560	0.88							
August 2018	Pre-Ordering	PO-1-IMA GUI	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								
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	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	448	0.32							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	448	1.29							
August 2018	Pre-Ordering	PO-1-IMA GUI	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-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	0.10							
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	1.28							
August 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	490	1.15							
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-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	19.45							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
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	8.97							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
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	82.73%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,916	1,979	96.82%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	35	94.29%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	297	299	99.33%							
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								
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								
August 2018	Pre-Ordering	PO-5B-(b)	FOCs 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								
August 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	22	22	100.00%							
August 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	12		43.30%	3	56	5.36%	22.52%	-2.742359	-2.667236
July 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	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								
July 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,803	1,803		0.00%	51,281	52,102	98.42%	12.45%	-5.282067	-4.211268
July 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,045	4,045								
July 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,960,887	4,670,943								
July 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1855.55	21,243								
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								
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060								
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									
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	00.0070							
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	3			-0.678903	
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	6		0.00%	9	12	75.00%	43.30%	-1.154701	-1.702008
July 2018	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%						
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		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			0.58957	
July 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	99:54	2	49:57	31:05	74917:46	2,019	37:06		0.762101	
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	42:16	39:22	-1.011154	-1.614738

Month July 2018	PID Category Maintenance and Repair	PID MR-6D	PID Title Mean Time to Restore Interval Zone 1	Product Category Enhanced Extended Loops - DS1 Capable	Standard	Benchmark N/Δ	CLEC Numerator 0	DEEC Denominator	CLEC Result CLE	C Standard Deviation (CTL-Q Numerator CTL 11:46	Denominator	CTL-Q Result CTL 11:46	-Q Standard Deviation 0:00	rwoamea ∠ Score	Parity Score
ıly 2018 ılv 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39:57	10	4:00	1:41	11.40	- '	11.40	0.00		
y 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	10:11	8:41						
v 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	69:18	22	3:09	2:12	12:11	2	6:06	8:02	-0.496288	-1.3017
y 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	243:41	34	7:10	7:39	76948:26	2,125	36:13	35:43	-4.703534	-3.859
v 2018	Maintenance and Renair	MR-6F	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:52	6	1:49	1:18	27:18	10	2.44	1:37	-1.095367	-1 6659
ly 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						
v 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	1:40	0.01504	-0.990
ly 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	37:59	-0.987911	-1.6006
ılv 2018	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%						
ıly 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	77	575	13.39%	34.06%	-0.392874	-1.238
ıly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	9	11.11%	31.43%	0	3	0.00%	0.00%	-0.67449	-1.4100
uly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	10	0.00%	0.00%						
uly 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%	0.00%						
ulv 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	22	18.18%	38.57%	0	3	0.00%	0.00%	-0.197446	-1.120
uly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	34	5.88%	23.53%	337	2,537	13.28%	33.94%	-1.263096	-1.767
uly 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	-2.027
uly 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ılv 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	5	12	41.67%	49.30%	-1.106567	-1.672
ly 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	105	722	14.54%	35.25%	-0.582595	-1.354
ılv 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15	942	1.59%	12.52%	13	2.007	0.65%	8.02%	2.981493	0.812
ıly 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	64,168	0.00%	0.39%	0	51,355	0.00%			
ıly 2018	Maintenance and Renair	MR-8	Trouble Rate	Residence	Parity	N/A	1	47	2.13%	14 43%	2 681	263 504	1.02%	10.04%	0.301016	-0.8169
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	226	0.88%	9.37%	15	2,316	0.65%	8.02%	0.114556	-0.9303
aly 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%	5.5270		2.2300
ly 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%			
ıly 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	-0.950
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	14	0.00%	70	15	2,307	0.65%	8.04%	-0.301779	-1.1834
uly 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	-6.754
aly 2018	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	10,040	100.00%	0.00%	512	575	89.04%	31.23%	-0.350476	-1.213
uly 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%	0.2	5.5	23.0470	01.20/0	0.000-110	-2.991
ulv 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%						-2.966
aly 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%	0.1470						2.000
uly 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%							
uly 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	. 6	10,010	3.00							
ulv 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	-1.036
uly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%	0.0070	000	001	00.0470	0.0070	0.000070	1.000
uly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	45	53	84 91%							
uly 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%		
luly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45	47	95.74%	0.0070			100.0070	0.0070		
luly 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	15	16	93.75%							
luly 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%							
luly 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							
luly 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	255	48	5.31							
uly 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	18	3	6.00							
uly 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
ulv 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	7	3	2.33							
uly 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	-0.1701
uly 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%	1,440	1,570	100.00%	0.00%	-1.398042	-1.8499
uly 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%	-1.330042	-1.0400
uly 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 7656
aly 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4.041	4.051	99.75%	13.0076	1,200	1,041	33.0076	24.37 /0	-1.238301	-1.703
aly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6428.73	19 481	0.33							
uly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE		N/A	16785.60	12,912	1.30							
uly 2018 uly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic Diagnostic	N/A	23214.33	12,912	1.30							
uly 2018 uly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	23214.33 4091.07	19,481	0.83							
ıly 2018 ıly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.07	4,929	0.94							
uly 2018 uly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	927.57	1,893	0.49							
aly 2018 aly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1439.94	1,398	1.03							
uly 2018 uly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2367.51	1,398	1.03							
uly 2018 uly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	3075.82	3,751	0.82							
uly 2018 uly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	3075.82 5406.80	3,751	1.40							
ıly 2018 ıly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	5406.80 8482.62	3,862	2.26							
uly 2018 uly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8482.62	7,759	1.08							
ıly 2018 ıly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6597.55	5,737	1.08							
ıly 2018 ılv 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A N/A	14977.27	5,737 7.759	1.15							
lly 2018 lly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2640.37	1,153	2.29				-			
ly 2018 ly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	658.35	1,153	0.55				-			
.,	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		TOTAL		N/A N/A	658.35 3298.72	1,197	0.55 2.86							
ly 2018 ly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A N/A	3298.72 4044.30	1,153	2.86							
y 2018 y 2018		PO-1-IMA GUI		RESPONSE	Diagnostic	N/A N/A	4044.30 8474.76	13.452	0.61							
y 2018 y 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 N/A	8474.76 12519.06	13,452	1.89							
y 2018 y 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic Diagnostic	N/A N/A	12519.06	1,186	0.12							
		PO-1-IMA GUI		REQUEST		N/A N/A	142.32	1,186	0.12							
ly 2018	Pre-Ordering				Diagnostic											
ly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1199.25	975	1.23							
uly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2234.43	1,941	1.15							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST RESPONSE	Diagnostic	N/A N/A	2125.53 55510.51	3,729 2,917	0.57 19.03							
	Dec Outsides															
ıly 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)		Diagnostic											
uly 2018 uly 2018 uly 2018 uly 2018	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-XML		TOTAL XML Request/Response	Diagnostic Diagnostic	N/A N/A	57636.04 8186.34	3,729 4,902	15.46							

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
uly 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8674.93	4,639	1.87							
ıly 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66561.40	6,862	9.70							
ıly 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25030.20	6,418	3.90							_
ly 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48752.54	3,569	13.66							
uly 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4295.10	834	5.15							_
uly 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18659.10	5,043	3.70							
uly 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3950.10	3,591	1.10							
uly 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5909.04	1,698	3.48							_
luly 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,812	2,277	79.58%							
luly 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	49	65.31%							
luly 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	268	343	78.13%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,812	1,850	97.95%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	33	96.97%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	268	274	97.81%							
July 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	16:43	1	16:43							
July 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	799:26	293	2:44							
July 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	31	31	100.00%							
luly 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	257	257	100.00%							
luly 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,638	1,638	100.00%							
luly 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
luly 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	139	139	100.00%							
luly 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	395	396	99.75%							
luly 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	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
July 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	43	0.00%	0.00%	1	53	1.89%	6 13.61%	-0.130927	-1.0795
June 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,867	1,870	99.84%							
June 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	972,877	972,877	100.00%							
June 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,280	4,280	100.00%							
June 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,013	2,014	99.95%	2.23%	77,284	78,701	98.20%	6 13.30%	-5.834961	-4.5474
June 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,280	4,280	100.00%							
June 2018	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
June 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,242,133	4,119,370	1.03							
June 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2068.56	22,009	0.09							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,340	29,340	100.00%							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
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	26,580	100.00%							
June 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	10	70.00%	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	21	61.90%	48.56%	5	9	55.56%	6 49.69%	-0.320713	-1.194
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	100.00%	0.00%	13	20			-1.339728	
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	68.42%	6 46.48%	-0.537519	-1.3267
June 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3	66.67%	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	00.007		0.297647	7 -0.8190
June 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBLINDLING	Parity	N/A	92-08	- 1	92:08	0.00%	62158-17	2,124				0.0243
June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:42	10	3:28	3:36	25:41	6				
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	20.41		4.17	2.20	-0.072070	-1.4003
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	0	2:18	1:54						_
June 2018 June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	20:41 84:14	21	4:01	3:05	31:48	7	4:33	3 2-14	-0.543847	7 -1.3306
June 2018 June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - DST Capable Unbundled Loop Analog	Parity	N/A	251:04	51	4:01	4:18	63392:37	2,225				
June 2018 June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2			N/A	251:04	51	2:41	4:18	96:10	2,225				
June 2018 June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A	11:45	4	11:45	0:00	96:10	- 17	5:38	6:00	-0.092192	-1.5424
June 2018 June 2018		MR-6E MR-6F	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2		Parity	N/A N/A	11:45	1	11:45	0:00						-
	Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	12:38 13:19	1 3	12:38 4:26	0:00	86-11	16	5:23	3 6:06	-0.247109	9 -1.1502
June 2018	Maintenance and Repair	MR-6E MR-6E		Unbundled Loop - DS1 Capable		N/A N/A	13:19	3	4:26 5:44	3:43 2:46	86:11 27039:48	16				
June 2018	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity			9			2/039:48				-0.387794	-1.2357
June 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	2				
June 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%	1	10	10.00%	6 30.00%		
June 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	5	20.00%	40.00%						
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%						
lune 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	21	14.29%	34.99%	1	10	1010010			
lune 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	51	11.76%	32.22%	292	2,640			-0.008907	-1.0054
lune 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	7	20	35.00%	6 47.70%	-0.38278	-1.2327
lune 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
lune 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%						
une 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	7	20	35.00%		-1.185193	
une 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	
lune 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	958	1.46%	12.00%	28	2,022			0.167144	-0.8983
une 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	64,480	0.00%	0.39%	0	51,482	0.007			
une 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%		2,772	266,270			-0.717903	
une 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	228	0.44%	6.61%	30	2,320			-1.089775	-1.6625
une 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,398	0.36%	5.97%	0	924	0.00%	3		
une 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10	11,701	0.09%	2.92%	0	924	0.00%	a		
une 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	24	3,773	0.64%	7.95%	28	2,067	1.35%	6 11.56%	-2.271433	-2.3809
une 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	14	0.00%		30	2,311	1.30%	6 11.32%	-0.42781	-1.260
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	60	19,512	0.31%	5.54%	3,367	405,705	0.83%	6 9.07%	-7.856982	-5.7767
une 2018																

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator				CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	
une 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%						-2.96763
une 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%							
une 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%							
une 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						
lune 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%						
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	104	110	94.55%							
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	23	31	74.19%	43.76%						
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	13	14	92.86%							
June 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	50.00%							
June 2018 June 2018	Ordering and Provisioning	OP-3E OP-4D	Interval Zone 2 Areas Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A 6.00	14 274	14 73	100.00%	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 Benchmark	5.50	62	73	3.75							
June 2018 June 2018	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas		Benchmark	6.00	70	16	5.00							_
June 2018 June 2018	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	70	14	3.00							_
June 2018 June 2018	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-5A	New Service Installation Quality	LIS Trunk		N/A	3	1	100.00%	0.00%						_
June 2018 June 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	117	124	94.35%	23.08%			100.00%	0.00%	-0.828637	7 -1.5037
June 2018 June 2018		OP-5A	New Service Installation Quality New Service Installation Quality			N/A	45	124	100.00%	23.08%	4	4	100.00%	0.00%	-0.828637	-1.5037
June 2018 June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	45	45	100.00%	0.00%	1 448	1.545	93.72%	24.26%	-0.997583	3 -1.6064
June 2018 June 2018	Ordering and Provisioning Ordering and Provisioning	OP-SA OP-8C	Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Benchmark	95.00%	4.736	4.738	99.96%	0.00%	1,448	1,545	93.72%	24.20%	-0.997583	-1.6064
June 2018 June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00% N/A	4,736 6620.14	4,738	99.96%							_
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		RESPONSE		N/A	16811.23	19,471	1.31							_
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic Diagnostic	N/A N/A	16811.23 23431.37	12,833	1.31					_		-
		PO-1-IMA GUI		REQUEST	Diagnostic	N/A N/A	23431.37	19,4/1	0.81					_		_
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A N/A	3989.25 4602.44	4,925	0.81					_		_
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic Diagnostic	N/A N/A	4602.44 930.51	4,925 1.899	0.93							_
June 2018 June 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A N/A	930.51	1,899	1.02					_		_
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL		N/A N/A	1421.88	1,394	1.02					_		-
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic Diagnostic	N/A N/A	3035.07	1,899	0.81							-
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5787.00	3,747	1.50							-
June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8822.07	3,000	2.35							
June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Pacifity Crieck)	REQUEST		N/A	8293.57	7.751	1.07							
June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic Diagnostic	N/A	6424.32	5,736	1.07							
June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14717.89	7,751	1.12							
June 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2628.92	1,751	2 29							
June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,146	0.54							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3275 84	1,190	2.85							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Weet Full Impury) 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 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	833.77	1,100	0.14							
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	PO-1-IMA GUI	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-XMI	Pre-Order Response Times (Appt. Scheduler XML)	XMI Request/Response	Diagnostic	N/A	8720.46	4,614	1.89							_
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	66562.56	6.848	9.72							_
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Crieck XML)	XML Request/Response	Diagnostic	N/A	24369.40	6 413	3.80							_
June 2018	Pre-Ordering 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 2016 June 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Meet Point Inquiry XMI.)	XMI Request/Response	Diagnostic	N/A	40350.32	3,549	5.15							_
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Weet Forth Inquiry XWL)	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 June 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (TN Reservation XML) Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	5878.18	3,587	3.47							-
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	All Flectronic LSRs	I NP	Diagnostic	N/A N/A	1 799	1,694	77.51%							-
June 2018	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,799	2,321	52.78%							_
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	291	383	75.98%							_
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,799	1,867	96.36%							_
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	1,799	1,867	95.36%							-
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	291	293	95.00%							-
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 June 2018	Pre-Ordering Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	282	282	100.00%							-
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,625	1,625	100.00%							-
June 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,023	1,023	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	I NP	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%		48	10.42%	30.55%	0.322088	3 -0.8041
May 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,796	1,797	99.94%	0.00%	5	40	10.42%	30.35%	0.022000	-0.0041
May 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,796	1 041 011	99.94%							_
May 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,751	4,751	100.00%							_
May 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,751	4,751	99.95%	2 13%	48 857	51 128	95.56%	20.60%	-9 813417	7 -6.966
May 2018 May 2018	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation		N/A	4,751	2,206 4,751	99.95%	2.13%	40,857	51,128	90.06%	20.00%	-9.013417	-0.906
May 2018 May 2018	Billing Database Undates	DB-1B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic Diagnostic	N/A N/A	4,751 3.308.660	4,751 3,229,571	99.99%					_		_
May 2018 May 2018	Database Updates Database Updates	DB-1B DB-1C-1	All	Directory Listing	= 1001100110	N/A N/A	3,308,660	3,229,571	0.10					_		_
May 2018 May 2018	Electronic Gateway Availability	DB-1C-1 GA-1	All Gateway Availability - LSR	Directory Listing	Diagnostic	N/A N/A	2199.74	22,965	100 00%					_		_
May 2018 May 2018					Diagnostic											-
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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	-1.1483
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%	50.00%	-0.793884	-1.48264
May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	8	12	66.67%	47.14%	-0.264741	-1.1609
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	66.67%	47.14%	-0.267259	-1.16248
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	-1.92082
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	62.01%	48.54%	-0.294021	-1.1787
May 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	22:56	1	22:56	0:00	48434:05	1,653	29:18	28:42	-0.221807	-1.1348
May 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	19:40	1	19:40	0:00	57354:28	2,047	28:01	27:47	-0.30057	-1.1827
May 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	24:57	1	24:57	0:00	22169:00	734	30:12	27:43	-0.189395	-1.1151
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:18	2	3:39	1:52	54:12	5	10:50	11:51	-0.725277	-1,4409
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:46	1	0:46	0:00						_
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	24:38	6	4:06	1:38						
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	169:15	19	8:54	9:37						_
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	102:31	28	3:40	2:32	55:59		9-20	11:13	-1 122737	-1 6825
		MR-6D				N/A		32	4:57			0.445	0.00		-4.475007	-3.7206
May 2018	Maintenance and Repair Maintenance and Repair	MR-6D MR-6F	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	158:38		4:57 3:28	4:43 1:19	58972:59 32:42	2,145	27:30		-4.475007 0.321278	
May 2018				Enhanced Extended Loops - DS1 Capable	Parity		0.00	2								
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		3:16		0.559237	
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	-2.3630
May 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	187	1,800		30.51%	-0.340395	-1.2069
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	
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	
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	-1.5265
May 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
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	28	42.86%	49.49%	2	6	33.33%	47.14%	-0.045229	-1.0274
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	
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	
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	
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A		7	0.00%	0.00%	103	829	12.42%	32.99%	-0.99237	-1.6033
May 2018 May 2018		MR-7E MR-8		Enhanced Extended Loops - DS1 Capable		N/A	0	988			103	2.037		9.10%		
	Maintenance and Repair		Trouble Rate		Parity		4		0.40%	6.35%	1/		0.83%		-1.218344	
May 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	65,512	0.00%	0.39%	1	52,058	0.00%	0.44%	-0.153302	-1.09320
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	
May 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	230	0.87%	9.28%	18	2,339	0.77%	8.74%	-0.116328	-1.07072
May 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	1,434	0.42%	6.45%	0	932	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	11,825	0.16%	4.01%	0	932	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	33	3,834	0.86%	9.24%	18	-1000	0.86%	9.24%	-0.003726	
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	-1.20709
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	39	19,780	0.20%	4.44%	3,256	409,401	0.80%	8.88%	-9.249876	-6.62352
May 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,605	1,800	89.17%	31.08%	-0.348465	-1.2118
May 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	31,656	0.01%	0.06%						-2.98103
May 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,015	0.01%	0.10%						-2.972
May 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	31.656	0.01%							_
May 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,015	0.01%							
May 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	6	4.00	0.00						
May 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities		Parity	N/A	6	6	100.00%	0.00%						_
лау 2018 Лау 2018		OP-15B-RD	Dispatches within MSAs	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%		ь	100.00%	0.00%						_
	Ordering and Provisioning		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Sub-Loop Unbundling			2	2		0	660		00.555		-0.038896	4.0===
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	-1.0236
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	3	3	100.00%	0.00%	1	1	100.00%	0.00%		-
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	65	67	97.01%							
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	41	49	83.67%	36.96%	0	1	0.00%	0.00%		
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	17	17	100.00%							
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	9	88.89%							
May 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	2	1.50							
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	1	5.00	0.00						
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	108	36	3.00							
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	86	13	6.62							
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	126	27	4.67							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	31	9	3.44							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00		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	4	4	100.00%	0.00%	1,629	1,791	90.95%	28.68%	-0.315265	-1.1916
Vlay 2018 May 2018		OP-5A	New Service Installation Quality	SUB-LOOP UNBLINDLING		N/A	1 2	1	100.00%	0.00%	1,029	1,791	50.00%	28.68%	-0.315265	
, ==	Ordering and Provisioning				Parity		_	2		0.0010	1	2	50.00%	50.00%	-1	-1.6079
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	80	81	98.77%	11.04%				50.00%		
1ay 2018	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	50	50	100.00%	0.00%	1	2	50.00%	00.0070	-1.38675	-1.8430
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	28	29	96.55%	18.25%	1,384	1,479	93.58%	24.52%	-0.64715	-1.393
May 2018	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	2	2	100.00%							
May 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,722	3,733	99.71%							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6811.70	19,462	0.35							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12,830	1.30							
	Pre-Ordering	DO 4 1144 OUT	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23490.70	19.462	1.21							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sc
ay 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3934.40	4,918	0.80							
ay 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4619.35	4,918	0.94							
ay 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	946.00	1,892	0.50							
y 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1404.91	1,391	1.01							
y 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2350.91	1,892	1.24							
y 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3068.44	3,742	0.82							
y 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6548.40	3,852	1.70							
y 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	9616.84	3,742	2.57							
y 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8209.70	7,745	1.06							
y 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6303.00	5,730	1.10							
y 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14512.70	7,745	1.87							
y 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2592.34	1,142	2.27							
y 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	621.40	1,195	0.52							
y 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3213.74	1,142	2.81							
y 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4105.02	6,621	0.62							
y 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8600.96	13,439	0.64							
y 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12705.98	6,621	1.92							
v 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	174.45	1.163	0.15							_
y 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	813.54	1.937	0.42							
v 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1249.30	961	1.30							_
v 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2237.29	1.937	1.16				_			_
/ 2018	Pre-Ordering		Pre-Order Response Times (TV Reservation)	REQUEST	Diagnostic	N/A	2208.60	3 681	0.60					+		-
y 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55215.06	2,903	19.02					-		-
				TOTAL		N/A	57423.66	2,903	15.02							_
y 2018	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)		Diagnostic	N/A N/A		0,00.								-
2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic		8142.30	4,905	1.66				_			-
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							-
y 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							
y 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							
y 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							
/ 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4171.50	810	5.15							
y 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18618.40	5,032	3.70							
/ 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3582.00	3,582	1.00							
v 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Asson XML)	XML Request/Response	Diagnostic	N/A	5854.32	1.692	3.46							
/ 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,831	2,365	77.42%							
2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19	42	45.24%							_
2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	298	436	68.35%				_			_
2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1.831	1.874	97.71%					+		-
						N/A	1,831						_			_
y 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic			21	90.48%							-
y 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	298	302	98.68%							
y 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:30	322	1:26							
y 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	18	18	100.00%							
y 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	300	300	100.00%							
y 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,662	1,662	100.00%							
y 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
y 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	206	206	100.00%							
y 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	450	450	100.00%							
y 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
y 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14	100.00%							
v 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	15	0.00%	0.00%	5	38	13.16%	6 33.80%	0.934931	1 -0.4
il 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.486	1,487	99.93%	0.0070			10.10%	00.0070	0.004001	- 0.4
il 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	LINEs and Decele Assurante	Diagnostic	N/A	919.754	919 754	100.00%					+		-
il 2018		BI-3B		UNEs and Resale Aggregate		N/A	5.203		100.00%							_
	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic			5,203								
il 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,147	2,150	99.86%	3.73%	49,239	49,590	99.29%	6 8.38%	-3.07711	1 -2
2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,203	5,203	99.99%							
I 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,700,581	2,637,971	1.02							
il 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2482.63	24,195	0.10							
il 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
I 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
il 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
il 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
il 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%							
1 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	25,800	100.00%							_
il 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
il 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	6	33.33%	47.14%	7	15	46.67%	6 49.89%	0.058236	6 -0.9
1 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%	41.14/0	,	10	40.07 /	45.0876	0.000200	- 0
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%							_
1 2018	Maintenance and Repair	MR-5A	All Troubles Cleared Wi 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	24	33	63.64%	48.10%	7	14	50.00%	6 50.00%	-0.855068	B -1.
2018	Maintenance and Repair Maintenance and Repair	MR-5B	All Troubles Cleared W/I 4 Hours-Zone 1 All Troubles Cleared W/I 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable		N/A	- 21	33	100.00%	48.10%	7	14				
					Parity		1	1			3	9	33.33%	47.14%	-1.341641	
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%						
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				
I 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				
2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%	2,027	3,191				
il 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	27:18	1	27:18	0:00	58611:44	1,923	30:29	9 61:58	-0.051298	B -1.
il 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	67:52	1	67:52	0:00	67462:02	2,380	28:21	1 56:32	1.346939	9 -0.
1 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	3:27	1	3:27	0:00	15641:57	553	28:17	7 26:30	-0.936499	9 -1
	Maintenance and Renair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	28:06	6	4:41	1:51	67:28	15	4:30	0 4:22	0.199336	6 -0
I 2018		MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:56	2	2:58	1:14						
il 2018 il 2018				ADOL OOM ATTOLL			0.00									-
ii 2018 ii 2018 ii 2018 ii 2018	Maintenance and Repair Maintenance and Repair	MR-6D		Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9-44	3	3:15	2:57						
il 2018 il 2018 il 2018 il 2018	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity			-	0		64-22	4.4	4-96	4-90	.0.420424	4.4
il 2018 il 2018 il 2018 il 2018 il 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	130:56	33	3:58	2:43	64:22	14				
I 2018 I 2018 I 2018 I 2018	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1					-	0		64:22 70618:49 48:06	2,586		8 54:41	-2.535783	3 -2.

Month April 2018	PID Category	PID MR-6F	PID Title Mean Time to Restore Interval Zone 2	Product Category	Standard	Benchmark N/Δ	CLEC Numerator	CLEC Denominator	CLEC Result CL 4:21	EC Standard Deviation 4:04	CTL-Q Numerator CTL 51:05	-Q Denominator	CTL-Q Result C	L-Q Standard Deviation 2:51	Modified Z Score -0 452933	Parity Score
	Maintenance and Repair	IVII C OL		Unbundled Loop - DS1 Capable	Parity	1471		4				10	0.00		0000	
pril 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	279:59	9	31:07	38:39	15674:33	563	27:50	26:28	0.398855	-0.7575
oril 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	11.01%	31.30%	-0.351666	-1.2137
pril 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	0.00%	0.00%		
pril 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%	0.00%		
pril 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%	24.21%	-0.53936	-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%						
April 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	33	9.09%	28.75%	1	16	6.25%	24.21%	-0.266691	-1.1621
oril 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	5	40	12.50%	33.07%	323	2.904	11.12%	31.44%	0.08737	-0.9468
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	10	0.00%	0.00%		
April 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0		0.00%	0.00%			0.0070	0.0070		
April 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0		50.00%	50.00%	0	10	0.00%	0.00%	1.506776	-0.0839
April 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	9	0.00%	0.00%	62	618	10.03%	30.04%	-0.994581	-0.0039
p = 0 . 0							0	0	0.00.0	0.0010		0.0			0.00.00	
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	/	1,020	0.69%	8.26%	24	2,068	1.16%	10.71%	-1.157348	-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%			
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14.14%	2,777	271,635	1.02%	10.06%	0.26454	-0.8391
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	235	0.85%	9.19%	26	2,367	1.10%	10.42%	-0.34701	-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	0.00%			
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	12,017	0.02%	1.58%	0	944	0.00%			
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	37	3,888	0.95%	9.71%	24	2,118	1.13%	10.58%	-0.634948	-1.3860
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		26	2,361	1.10%	10.44%	-0.420665	-1.2557
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	49	19,973	0.25%	4.95%	3,522	413,110	0.85%	9.19%	-9.116264	-6.5422
pril 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	-1.2424
April 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	11	32,712	0.04%	0.17%	.,	-,				-2.8949
April 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q Fallorin Oic Wi TGSR excl	LIS Trunk	Parity	N/A	2	13.015	0.02%	0.17%						-2.9393
pril 2018 pril 2018		NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc WI TGSR excl	LIS Trunk	Diagnostic	N/A	3	32,712	0.02%	U. 1376			-			-2.9393
	Network Performance	NI-1C NI-1D				N/A N/A	11									
April 2018	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic		Ü	13,015	0.02%							
April 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	448	4	112.00	0.00						
April 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
April 2018	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
April 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	603	606	99.50%	7.02%	-0.070476	-1.0428
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	-1.4667
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	22	22	100.00%		-	-				
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	1	100.00%	0.00%	2	4	75.00%	43.30%	-0.755929	-1.4595
							3	3		0.00%	3	4	75.00%	43.30%	-0.755929	-1.4595
April 2018	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2	2.50							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	248	48	5.17							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	74	14	5.29							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	105	22	4.77							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	7	7	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	0	1	0.00%	0.00%	1,323	1,457	90.80%	28.90%	1.324958	-0.1944
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP LINBUNDLING	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	86.96%	33.68%	1	1	100.00%	0.00%	-1.13317	-1.6889
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	80	83	96.39%	18 66%			100.00%	0.00%	-0.61782	-1.3756
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	22	23	95.65%	20.39%	1.103	1.193	92.46%	26.41%	-0.574884	-1.3495
										20.39%	1,103	1,193	92.46%	26.41%	-0.574884	-1.3495
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	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							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23530.14	19,459	1.21							
pril 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	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4637.55	4,909	0.94							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	754.00	1,885	0.40							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1344.72	1,293	1.04							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2098.72	1,285	1.04							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3175.60	3,736	0.85							
		PO-1-IMA GUI		RESPONSE		N/A	7296.00	3,736	1.90							
pril 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic											
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10471.60	3,736	2.80							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8281.80	7,740	1.07							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6344.76	5,716	1.11							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14626.56	7,740	1.89							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2628.24	1,128	2.33							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.48	1,183	0.56							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3290.72	1,128	2.92							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4022.95	6,595	0.61							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8730.80	13.432	0.65							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12753.75	6,595	1.93							
pril 2018 pril 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	12/53.75	1.135	0.18				-			
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	789.66	1,926	0.41							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972	1.28							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2238.12	1,926	1.16							
oril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2350.72	3,673	0.64							
oril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54321.00	2,850	19.06							
oril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56671.72	3,673	15.43							
pril 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8183.00	4,900	1.67							
		PO-1-XMI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8459.28	4 548	1.86							
	Pre-Ordering			110900001100port00		. 471	0.00.00	.,								
pril 2018			Pro Order Possones Times (Facility Cheek VMIII)	VMI Paguaget/Pagagggg	Dingpostic	NI/A	00440 70	0.000								
	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	66416.76 24316.20	6,833 6,399	9.72 3.80							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
pril 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48431.60	3,530	13.72							
pril 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4238.45	823	5.15							
oril 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							
oril 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3359.00	3,359	1.00							
pril 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5823.18	1,683	3.46							
pril 2018	Pre-Ordering	PO-2A	All Electronic LSRs All Electronic LSRs	LNP	Diagnostic	N/A N/A	1,952	2,415	80.83% 61.36%							-
pril 2018	Pre-Ordering	PO-2A		Resale Aggregate W/O UNE-P-POTS	Diagnostic		L1		0.110070							-
pril 2018	Pre-Ordering	PO-2A PO-2B	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	282	372	75.81% 98.14%							-
pril 2018 pril 2018	Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	1,952 27	1,989 28	98.14%							-
pril 2018 pril 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	00 0	Diagnostic	N/A	282	285	98.95%							
oril 2018	Pre-Ordering Pre-Ordering	PO-2B PO-3X	All Flow-through Eligible LSRS Electronic LSRs Rejected Manually	Unbundled Loop Aggregate	Diagnostic Diagnostic	N/A	289:37	285	98.95%							_
April 2018 April 2018	Pre-Ordering Pre-Ordering			Product Aggregate Resale Aggregate	Benchmark	95.00%	289:37	258	100.00%							
oril 2018	Pre-Ordering Pre-Ordering	PO-5A-(a) PO-5A-(b)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	27	281	100.00%							_
pril 2018	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1,759	1,759	100.00%							
oril 2018 April 2018	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	90.00%	1,759	1,759	100.00%							
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	Benchmark	90.00%	148	148	100.00%							_
April 2018	Pre-Ordering Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	148	148	99.75%							
pril 2018 pril 2018	Pre-Ordering Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	402	403	100.00%							_
		PO-5C-(c)		LIS Trunk			39	39								
pril 2018	Pre-Ordering	PO-SD PO-9B	FOCs provided for ASRs requesting LIS Trunks.		Benchmark	85.00%	39	39	100.00%	45.18%		20	0.050/	6 24.21%	-2.877772	2 -2.7495
pril 2018	Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	- 4		28.57%	45.18%	2	32	6.25%	24.21%	-2.811112	-2.7490
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,789	1,789	100.00%							-
March 2018 March 2018	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,012,587	1,012,607	100.00%							-
	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	100.00%							
March 2018	Billing	BI-4A BI-4B	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%	6 7.26%	-1.099225	-1.6682
March 2018	Billing		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	99.99%							-
March 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	7,152,455	7,069,660	1.01							-
March 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	3019.30	24,249	0.12							-
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							-
March 2018 March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA XML	Diagnostic	N/A N/A	30,420 30,420	30,420 30,420	100.00%							-
	Electronic Gateway Availability		1		Diagnostic											-
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
March 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
March 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	8	8	100.00%	6 0.00%	1.812363	3 0.1018
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	50.00%							
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	11	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%		1.978766	
March 2018	Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	4	5	80.00%	40.00%	8	12	66.67%	6 47.14%	-0.531369	9 -1.3230
March 2018	Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity		0	1	0.00%	0.00%		12				
March 2018	Maintenance and Repair	IVII C OD	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	8	112	00.0170			
March 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A N/A	1	2	50.00%	50.00%	405 2 010	515			0.295958	
March 2018	Maintenance and Repair	IVII C OZC	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity		2	3	66.67%	47.14%		2,879	69.82%		-0.412191	
March 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	29:30	1	29:30	0:00	42578:39	1,736	24:32		0.799501	
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				
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				
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23:29	5	4:42	1:51	12:57	5	2.00			5 -0.2412
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			
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		1	35:17			
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	183:28	37	4:58	2:51	5:53	3	1:58			
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		2,212				
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	6:15	5:42	-1.041287	7 -1.6330
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						
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	15:01	7	2:09	1:36	56:17	9	6:15			
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				
March 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	242	1,920			-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%	1	2			-1	1 -1.6079
March 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	2				
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%	1	8	12.50%		-0.361202	2 -1.2195
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%	0	1	0.00%			
March 2018	Maintenance and Repair	MR-7D 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%		-1.382994	
March 2018	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	37	16.22%	36.86%	1	8			-0.349684	
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	59	5.08%	21.97%	309	2,527	12.23%		-1.655587	
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	25.00%	6 43.30%	-1.084652	2 -1.659
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
larch 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			-1.213954	
larch 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	77	683			-0.710839	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1,045	0.96%	9.74%	20	2,002	1.00%		-0.110829	9 -1.0673
larch 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	68,056	0.00%	0.38%	0	52,222	0.00%			
larch 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14.14%	2,593	275,170			0.328469	
larch 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	3	234	1.28%	11.25%	20	2,300			0.36295	
March 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1,483	0.27%	5.19%	1	954			1.227847	
larch 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	11	12,208	0.09%	3.00%	1	954	0.10%		-0.135287	
larch 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	44	3,893	1.13%	10.57%	17	2,055				
larch 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		20	2,294	0.87%		-0.373827	
larch 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	63	20,187	0.31%	5.58%	3,210	417,556	0.77%		-7.255604	
larch 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	1,692	1,920	88.13%	32.35%	1.178951	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	8	33,072	0.03%	0.16%						-2.924
larch 2018																
arch 2018 arch 2018 arch 2018	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk LIS Trunk	Parity Diagnostic	N/A N/A	4	13,015 33.072	0.03%	0.27%						-2.899

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	92	2	46.00							
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	365	5	73.00	40.25						
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	5	1	5.00	0.00	37,293	197	7 189.30	245.28	-0.749492	-1.45565
March 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	5	100.00%	0.00%						
March 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	85	19	7 43.15%	49.53%	3.719016	1.26100
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		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		10.0170			0.0070	0.0070		
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2								
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2		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%	2	2		0.00%	3	,	3 100.00%	0.00%		
March 2018		OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas		Parity	90.00% N/A	9	9	100.0070	0.00%						
	Ordering and Provisioning			Unbundled Loop - DS1 Capable			4			0.00%						
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1								
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								
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	144	30								
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	97	20								
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	8	3.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	2	1	2.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	5		5 100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	3		3 100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77		0.00%	1		1 100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	98	99		10.00%	2		3 100.00%	0.00%	-1.88951	-2.1487
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	20	99		28.75%	1,261	1,33		22.74%	0.395869	2.1407
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-8C	Number Portability Timeliness without Loop Coord	Unbundled Loop Analog	Benchmark	95.00%	5,478	5 486		20.75%	1,261	1,33	94.03%	22.14%	0.393669	-0.70832
March 2018 March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic Diagnostic	95.00% N/A	5,478 6809.25	5,486	0.0.0010							
		PO-1-IMA GUI		RESPONSE		N/A	16426.24	19,455								
March 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic											
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23235.49	19,455								
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.92	4,906								
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	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.80	1,872	0.40							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1346.10	1,282	1.05							
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	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10454.05	3.731								
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	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6271.10	5,701								
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14692.44	7,726								
March 2018	Pre-Ordering			REQUEST		N/A	2538 69	1,720								
			Pre-Order Response Times (Meet Point Inquiry)		Diagnostic		=000.00	.,								
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	645.15	1,173								
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3183.84	1,099								
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4154.22	6,594								
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8595.20	13,430	0.0.							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12749.42	6,594	1.93							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	214.32	1,128	0.19							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	768.40	1,921	0.40							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1241.60	970	1.28							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2224.32	1,921	1.16							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2384.85	3,669								
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53797.20	2,824	0.00							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56182.05	3,669								
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8235.36	4,902								
March 2018	Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Address Validation XML)	XML Request/Response		N/A	8400.85	4,541								
March 2018 March 2018		PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	8400.85 66387.79	4,541 6,823								
	Pre-Ordering															
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	23661.50	6,395								
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48345.00	3,516								
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4191.21	817								
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18115.20	5,032								
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3353.90	3,049								
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	2,529	79.40%							
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								
March 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	17:51	1	17:51							
March 2018	Pre-Ordering	PO-3X	Electronic I SRs Rejected Manually	Product Aggregate	Diagnostic	N/A	457:36	313								
March 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	457.36	26								
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-5A-(a) PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	26	26								
		(.)														
March 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,845	1,845								
March 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17								
March 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	226	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%							
	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14	100.00%							

bibuary 2018 Bill bibuary 2018 Ele bibuary 2018 Ele bibuary 2018 Ele bibuary 2018 Bill bibuary 2018 Bill bibuary 2018 Bill bibuary 2018 Bill bibuary 2018 Mill bibuary 2018 Mi	Pre-Ordering alling batabase Updates lectronic Gateway Availability diantenance and Repair	PO-9B BI-2 BI-3A BI-3B BI-4B BI-4B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A	Unbundled Loops Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Reseach Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair Gateway Availability - RSR Timely Outage Resolution after Software Releases All Toubles Cleared wir 4 Hours-Zone 1	Unbundled Loops and Number Portability All UNEs and Resale Aggregate Reciprocal Compensation UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing IMAGUI SIA XML EBTA RepairGUI EASE	Parity Parity by Design Diagnostic Diagnostic Parity Diagnostic	N/A	3 1,458 1,077,152 3,812 2,592 3,812 3,051,911 2677.89 27,360 27,360	8 1,461 1,077,630 3,812 2,596 3,812 3,014,074 23,106 27,360	37.50% 99.79% 99.96% 100.00% 99.85% 100.00% 1.01 0.12	48.41% 3.92%	50,051	50,426	11.36% 99.26%	31.74% 8.59%	-2.142645 -3.409788	
abbuary 2018 Bill abbuary 2018 Ele abbuary 2018 May 2018 Ele abbuary 2018 May 2018	Silling Letabase Updates Letabase Updates Letabase Updates Letectonic Gateway Availability Lectronic Gateway Availability Leictronic Gateway Availabi	BI-3A BI-3B BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	Billing Accuracy - Adjustments for Errors Billing Accuracy - Adjustments for Errors UNEs and Reasia Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair Gateway Availability - Repair Timely Outage Resolution after Software Releases All Troubles Cleared wi/ 4 Hours-Zone 1	Reciprocal Compensation UNEs and Reside Aggregate Reciprocal Compensation LIDB Directory Listing IMAGUI SIA XML EBTA RepairGUI	Diagnostic Diagnostic Parity Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	1,077,152 3,812 2,592 3,812 3,051,911 2677.89 27,360	1,077,630 3,812 2,596 3,812 3,014,074 23,106 27,360	99.96% 100.00% 99.85% 100.00% 1.01 0.12	3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.073004
bibuary 2018 Bill bibuary 2018 Ele bibuary 2018 Bill bibuary 2018 Bill bibuary 2018 Mill bibuary 2018	Billing Billing Jalling Jatabase Updates Jatabase Jataba	BI-3B BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Spapar Gateway Availability - Spapar Gateway Availability - Repair Gateway Availability - Repair Timby Outage Resolution after Software Releases All Troubles Cleared w/i A Hours-Zone 1	Reciprocal Compensation UNEs and Reside Aggregate Reciprocal Compensation LIDB Directory Listing IMAGUI SIA XML EBTA RepairGUI	Diagnostic Parity Diagnostic	N/A N/A N/A N/A N/A N/A N/A	3,812 2,592 3,812 3,051,911 2677.89 27,360	3,812 2,596 3,812 3,014,074 23,106 27,360	100.00% 99.85% 100.00% 1.01 0.12	3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.073004
bibuary 2018 Bill bibuary 2018 Bill bibuary 2018 Bill bibuary 2018 Da bibuary 2018 Ele bibuary 2018 Marchary 201	Billing Jalling Jatabase Updates Database Updates Dectronic Gateway Availability Electronic Gateway Availability Dectronic Gateway Availability De	BI-4A BI-4B DB-1B DB-1C-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-7 MR-5A MR-5A MR-5A	UNEs and Resale Aggregate Reciprocal Compensation (MOU): All All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - Repair Timely Outage Resolution after Software Releases All Troubles Cleared w// 4 Hours-Zone 1	UNEs and Resale Aggregate Reciprocal Compensation LIDB Directory Listing IMAGUI SIA XML EBTA RepairGUI	Parity Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	2,592 3,812 3,051,911 2677.89 27,360	2,596 3,812 3,014,074 23,106 27,360	99.85% 100.00% 1.01 0.12	3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.07300
September Sept	alling Jalabase Updates Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase Jatabase	BI-4B DB-1B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-7 MR-5A MR-5A MR-5A MR-5A	Reciprocal Compensation (MOU): All All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair Gateway Availability - Repair Timely Outage Resolution after Software Releases All Troubles Cleared wi/ A Hours-Zone 1	Reciprocal Compensation LiDB Directory Listing IMAGUI SIA XML EBTA RepairGUI	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	3,812 3,051,911 2677.89 27,360	3,812 3,014,074 23,106 27,360	100.00% 1.01 0.12	3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.07300-
sibutuary 2018 — Da beharany 2018 — Da beharany 2018 — Elebratuary 2018 — Marcharany 2018	Jatabase Updates Jatabase J	DB-1B DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	All Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Ropair Gateway Availability - Ropair System Availability - Repair System Availability - ASR Timaby Outage Resolution after Software Releases All Troubles Cleared vivi A Hours-Zone 1	LIDB Directory Listing IMAGUI SIA XML EBTA RepairGUI	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	3,051,911 2677.89 27,360	3,014,074 23,106 27,360	1.01 0.12							
abbrauty 2018 Da abbrauty 2019 Ele abbrauty 2018 Ma abbrauty 2018 Ma <tr< td=""><td>Database Updates Lectronic Gateway Availability Leatronic Gateway Leatron</td><td>DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A</td><td>Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution a</td><td>Directory Listing IMAGUI SIA XML EBTA RepairGUI</td><td>Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic</td><td>N/A N/A N/A</td><td>2677.89 27,360</td><td>23,106 27,360</td><td>0.12</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr<>	Database Updates Lectronic Gateway Availability Leatronic Gateway Leatron	DB-1C-1 GA-1 GA-1 GA-1 GA-3 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution a	Directory Listing IMAGUI SIA XML EBTA RepairGUI	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	2677.89 27,360	23,106 27,360	0.12							
bibuary 2018 Elej bibuary 2018 Me	Electronic Gateway Availability Maintenance Gateway Availability Maintenance and Repair	GA-1 GA-1 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution a	IMAGUI SIA XML EBTA RepairGUI	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A	27,360	27,360								
bibruary 2018 Eleibruary 2018 Marchary 2018 Marc	Electronic Gateway Availability Maintenance and Repair	GA-1 GA-3 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	Gateway Availability - LSR Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wif 4 Hours-Zone 1	SIA XML EBTA RepairGUI	Diagnostic Diagnostic Diagnostic	N/A										
Sebuary 2018	Electronic Gateway Availability Maintenance and Repair	GA-1 GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	Gateway Availability - LSR Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wi/ 4 Hours-Zone 1	XML EBTA RepairGUI	Diagnostic Diagnostic			27.360	100.00%							
bibruary 2018 Elei bibruary 2018 Elei bibruary 2018 Elei bibruary 2018 Elei bibruary 2018 Elei bibruary 2018 Men bibruary 2018 Men	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1	EBTA RepairGUI	Diagnostic		27.360	27,360	100.00%							
Sebuary 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A	Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wii 4 Hours-Zone 1	RepairGUI		N/A	38.880	38.880	100.00%							
bibuary 2018 Electronary 2018 Electronary 2018 Electronary 2018 Electronary 2018 May bibuary 2018 May bibuar	Electronic Gateway Availability Electronic Gateway Availability diantenance and Repair Maintenance and Repair	GA-4 GA-7 MR-5A MR-5A MR-5A	System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1			N/A	37,860	37.860	100.00%							
Electrical Ele	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A MR-5A MR-5A MR-5A	Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1	LAGE	Diagnostic Diagnostic	N/A	24.720	24.720	100.00%							
bibuary 2018 Me bibuary 2018 M	Maintenance and Repair	MR-5A MR-5A MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	ALL	Diagnostic	N/A	24,720	24,720	100.00%							
behavary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary 2018 Me bruary	Maintenance and Repair	MR-5A MR-5A MR-5A		Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	60.00%	48.99%	0	0	100.00%	0.00%	1,227113	-0.253968
bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 2018 Me bibuary 201	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%	40.5576	9		100.0076	0.0076	1.227113	-0.233900
behuary 2019 Me behuary 2018 Me	Maintenance and Repair Maintenance and Repair Maintenance and Repair 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%							
bibuary 2018 Me bibuary 2018 M	Maintenance and Repair Maintenance and Repair Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	30	60.00%	48,99%	9	0	100.00%	0.00%	2.011876	0.223134
behuany 2018 Me	Maintenance and Repair Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	11	12	91.67%	27.64%	-0.036871	-1.022416
sibruary 2018 Memberuary 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/14 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	10	11	90.91%	28.75%	-0.302765	-1.184068
sibruary 2018 Me shorary 2018 Me shora		MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	427	621	68.76%		-0.951708	
sibruary 2018 Membrary 2018 Me		MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,030	3,502	57.97%	49.36%	-0.85142	-1.517627
sibutury 2018 Me birutury 2018 Me	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	
sibulary 2018 Me sibruary 2018 Me	Maintenance and Repair	MR-6D	Mean Time to Restore displait MSA Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:21		3:16	0:58	10:15	710	2:34		0.834499	-0.49266
sbruary 2018 Ma bruary 2018 Ma	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDI ED LOOP - ADSI COMPATIBI E	Parity	N/A	11:01	3	3:40	1:23	10.15	4	2.34	0.40	0.054489	J.40200
bibuary 2018 Me me bibuary 2018 Me me bibuary 2018 Me me bibuary 2018 Me bibua	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	106:38	12	8:53	12:20						
behuany 2018 Masebruany 2018 M	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	175-18	30	5:51	7:43	10:15	4	2:34	0:40	1.580467	-0.039144
sibruary 2018 Membruary 2018 Membrua	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	810:57	58	13:59	8:17	95869:46	2.713	35:20	0.10	-2.242598	-2.363403
sbruary 2018 Me	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11:28	5	2:18	2:05	31:56	2,713	2:54		-2.242390	
sbruary 2018 Ma bruary 2018 Me bruary 2018 Me	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	
abruary 2018 Me abruary 2018 Me	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		-0.98971	-1.601701
sebruary 2018 Ma sebruary 2018 Ma	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0.47	1	0.00%	0.00%	34030.43	2	0.00%	0.00%	-0.50511	-1.001701
Asbruary 2018 Ma Asbruary 2018 Ma	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1		20.00%	40.00%	0	10	0.00%		0.430727	-0.738136
sebruary 2018 Ma sebruary 2018 Ma	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		3	0.00%	0.00%		10	0.0070	0.00%	0.400727	0.700100
sebruary 2018 Ma sebruary 2018 Ma	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%						
sebruary 2018 Ma sebruary 2018 Ma	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	. 8	30	26.67%	44.22%	0	10	0.00%	0.00%	1,43176	-0.129552
bebruary 2018 Ma bebruary 2018 Ma	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4		6.90%	25.34%	338	2.980	11.34%		-1 057457	
bebruary 2018 Ma bebruary 2018 Ma	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	- 1	5	20.00%	40.00%	4	12	33.33%		-0.531369	
abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A		1	0.00%	0.00%	4	12	33.33%	47.14%	-0.679366	-1.413025
abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	72	774	9.30%	29.05%	-0.638864	-1.388402
abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma abruary 2018 Ma	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1.055	0.95%	9.69%	21	2.012	1.04%		-0.24817	-1.150877
ebruary 2018 Ma ebruary 2018 Ma ebruary 2018 Ma	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	68,608	0.00%	0.0070	0	53,794	0.00%		0.24017	1.100077
abruary 2018 Ma abruary 2018 Ma	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	48	0.00%		3,072	278,613	1.10%	10.44%	-0.731477	-1 444706
abruary 2018 Ma	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	232	0.43%	6.55%	22	2.310	0.95%	1011110	-0.779402	
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1.523	0.20%	4.43%	0	961	0.00%		0.770402	1.470040
ebruary 2018 Ma	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%			
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	31	3,901	0.79%	8.88%	20	2.065	0.97%	9.79%	-0.652307	-1 396574
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%	0.0070	22	2,304	0.95%	9.72%	-0.391391	-1.237949
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	62	20,404	0.30%	5.50%	3,820	422,064	0.91%	9.47%	-8.856594	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	32.448	0.00%	0.04%	0,020	4EE,004	0.5170	0.4170	0.000054	-2.993831
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,967	0.01%	0.09%						-2.96935
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	33.000	0.04%	0.0070						2.00000
	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	12,967	0.01%							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	56	12,007	56.00							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	280	- 1	70.00	0.00						
	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%						
	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%	0.0076						
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
	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%		
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	67	69	97 10%	0.0076			100.0076	5.00%		
	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
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	26	33	78 79%	40.0476	3	J	100.0076	5.00%	1.22004	0.207800
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	20	33	33.33%							
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	4	- 1	100.00%	0.00%	0	
	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3		3.00	0.0070			100.0070	0.0070		
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154	48	3.21							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	380	17	22.35							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	206	35	5.89							
	Ordering and Provisioning	OP-4E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	1	10.00							
	Ordering and Provisioning Ordering and Provisioning		New Service Installation Quality	LIS Trunk	Parity	N/A	8	8	100.00%	0.00%	2	2	100.00%	0.00%		
	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning		New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	0	- 0	100.00%	0.00%	- Z	Z	100.00%	0.00%		
	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A					- '	74	93.24%	25.10%	5	5	100.00%	0.00%		
	Ordering and Provisioning	OP-5A OP-5A			Parity	N/A	60									
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	69				8	a.	100.00%	0.00%	0.062378	-n geona
	Ordering and Provisioning	OP-5A OP-5A OP-5A OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	69 22 36	26	84.62%	36.08%	5 1 052	5			0.000000	
	Ordering and Provisioning	OP-5A OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	22 36	26 37	84.62% 97.30%		5 1,053	5 1,131	100.00% 93.10%		0.062378 -0.99066	
	Ordering and Provisioning	OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Benchmark	N/A N/A 95.00%	22 36 3,662	26 37 3,664	84.62% 97.30% 99.95%	36.08%	5 1,053	5 1,131			0.000000	0.0000
	Ordering and Provisioning	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portalitility Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST	Parity Parity Benchmark Diagnostic	N/A N/A 95.00% N/A	22 36 3,662 6613.00	26 37 3,664 19,450	84.62% 97.30% 99.95% 0.34	36.08%	5 1,053	5 1,131			0.000000	
	Ordering and Provisioning Ordering and Ordering Ordering	OP-5A OP-5A OP-5A OP-5A 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 Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE	Parity Parity Benchmark Diagnostic Diagnostic	N/A N/A 95.00% N/A N/A	22 36 3,662 6613.00 16679.00	26 37 3,664 19,450 12,830	84.62% 97.30% 99.95% 0.34 1.30	36.08%	5 1,053	5 1,131			0.000000	
ebruary 2018 Pre	Ordering and Provisioning	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A OP-6B OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portalitility Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST	Parity Parity Benchmark Diagnostic	N/A N/A 95.00% N/A	22 36 3,662 6613.00	26 37 3,664 19,450	84.62% 97.30% 99.95% 0.34	36.08%	5 1,053	5 1,131			0.000000	0.0000

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity S
bruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	729.30	1,870	0.39							
bruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1354.68	1,278	1.06							
ruary 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1,870	1.11							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3131.52	3,728	0.84							
uary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7273.20	3,828	1.90							
uary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10404.72	3,728	2.79							
uary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7800.23	7,723	1.01							
uary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6515.04	5,817	1.12							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14315.27	7,723	1.85							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2402.40	1.092	2.20							_
ruary 2018	Pre-Ordering			RESPONSE	Diagnostic	N/A	631.26	1,169	0.54							_
ruary 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66	1.092	2.78							_
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Weet Full Inquity)	REQUEST		N/A	4020.51	6,591	0.61					+		-
nuary 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic Diagnostic	N/A	8191 69	13 429	0.61							_
			,				0.10.1100	,	0.0.							_
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6,591	1.85							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00	1,125	0.20							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52	1,906	0.42							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234.44	972	1.27							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2259.96	1,906	1.19							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2343.68	3,662	0.64							
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53720.19	2.817	19.07							_
ruary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87	3,662	15.31							_
ruary 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							-
	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI				N/A N/A	8281.00 8211.97	4,900	1.69							-
ruary 2018	-		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic		0.001	.,								-
ruary 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							-
ruary 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							
uary 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							
ruary 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							
uary 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							
uary 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							
uary 2018	Pre-Ordering	PO-2A	All Electronic LSRs	INP	Diagnostic	N/A	1,925	2,397	80.31%							_
ruary 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	58	51.72%							_
ruary 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301	386	77.98%							-
	-	PO-2A PO-2B	All Flow-through Eligible LSRs	I NP	-	N/A	1.925	1.950	98.72%							_
uary 2018	Pre-Ordering				Diagnostic											_
uary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	30	100.00%							
uary 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301	302	99.67%							
ruary 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	30:04	2	15:02							
ruary 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%							
ruary 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	313	313	100.00%							
ruary 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,733	1,733	100.00%							
oruary 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	20	100.00%							_
ruary 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	130	132	98.48%							_
oruary 2018	Pre-Ordering	PO-5B-(c)	EOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	386	386	100.00%							_
oruary 2018	Pre-Ordering	PO-5D		LIS Trunk	Benchmark	85.00%	14	14	100.00%				-	+		-
			FOCs provided for ASRs requesting LIS Trunks.											% 0.00%		-
ruary 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	18	41	43.90%	49.63%	0	38	0.00%	0.00%		
uary 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,643	1,645	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%							
uary 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	5 99.20%	% 8.92%	-3.227256	6 -2
Jary 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,913	4,913	100.00%							
ary 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3 365 176	3 322 461	1.01							_
ary 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	3799.34	26,393	0.14				$\overline{}$			1
ary 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30 600	30.600	100.00%				+	+		-
		GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA		N/A	30,600		100.00%				-	+		-
ary 2018	Electronic Gateway Availability			SIA	Diagnostic			30,600								-
ary 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	TOTAL	Diagnostic	N/A	30,600	30,600	100.00%							-
ary 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ЕВТА	Diagnostic	N/A	43,200	43,200	100.00%							
ary 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
ary 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
ary 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ary 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	B 55.56%	% 49.69%	-0.109585	5 -
ary 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%							
ary 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	3 55.56%	% 49.69%	-0.911108	8 -
ary 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	10	70.00%	45.83%		13				
ary 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%	40.0076		13	01.54%	40.0076	0.410480	1
ary 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	1	75.00%	43.30%	0	14	4 64.29%	% 47.92%	-0.394405	5 -
		MR-5X				N/A	3	4	40.00%		484					
ry 2018	Maintenance and Repair		Out of Service cleared w/i 24 hours	Business	Parity		_	5		48.99%						
ry 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					
ry 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	6 4:32	12 3:54	0.25076	6 .
ary 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						
ny 2010	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	6 4:33	3:53	-0.242874	4 -
	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	4 50:08	8 78:06	-3.654106	6 -
ary 2018 ary 2018		MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:29	10	3:33	1:23	57:01					
ary 2018 ary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:20	10	12:20	0:00	57.01		3.11	2.01	1.2002/4	1
ary 2018 ary 2018 ary 2018		WILCOL	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	12:20	1	4:21	3:49	57:01	11	1 5:11	1 2:57	-0.48259	9
ary 2018 ary 2018 ary 2018 ary 2018	Maintenance and Repair	MD.6E	INIDIAN THITIE TO MESTURE HITERVAL ZONE Z		Panty	N/A N/A	17:24 32:57			00		1.110			0000	-
ary 2018 ary 2018 ary 2018 ary 2018 ary 2018	Maintenance and Repair Maintenance and Repair	MR-6E	Many Transity Destroy Internal Total			: N/A		5	6:35	7:20	64040:04				-1.227371	1 -
ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog												
ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	122	962	2 12.68%	% 33.28%	-0.380903	-
ary 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E						10	0.00% 10.00%	0.00% 30.00%			2 12.68%	% 33.28%	-0.380903	-
ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6E MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A		1 10 12	0.0010	0.00.00		962	2 12.68%	% 33.28%	-0.380903	-
ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018 ary 2018	Maintenance and Repair	MR-6E MR-7B MR-7D	Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1	Residence Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A N/A	0	1 10 12 50	10.00%	30.00%		962	2 12.68% 0 15.00%	% 33.28% % 35.71%	-0.380903 -0.361551	1 -

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator		TL-Q Standard Deviation		
lanuary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	2	10	20.00%	40.00%	4	14	28.57%	45.18%	-0.458258	-1.27860
lanuary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity		0	1 4	0.00%	0.00%		14		45 18%		
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2		50.00%	50.00%	4		2010170	1011010	0.235623	-0.85675
January 2018	Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Trouble Rate	Unbundled Loop Analog	Parity	N/A N/A	1 20	1.077	20.00%	40.00%	145		12.23%	32.76%	0.048677	-0.97040
January 2018 January 2018	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A	20	68.152	0.00%	13.50%	31	2,019 54.562	0.00%	12.30%	0.693161	-0.57858
January 2018 January 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	50	2.00%	14.00%	5,001		1.77%	13.18%	-0.228869	-1.13914
January 2018 January 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	231	0.00%	14.00%	5,001			13.18%	-0.228869	-1.13914
January 2018 January 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1,565	0.06%	2.53%	34	2,318	0.00%	12.02%	-1./68354	-2.07508
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12.525	0.10%	3.09%	0					
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	54	3,968	1.36%	11.59%	32		1.54%	12.33%	-0.549076	-1.33381
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DST Capable Unbundled Loop - XDSLi	Parity	N/A	0	3,900	0.00%	11.39%	34			12.04%	-0.486996	-1.2960
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	70	20,567	0.00%	5.82%	6,055		1.42%	11.82%	-12.765686	-8.76098
January 2018	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	20,367	100.00%	0.02%	806			36.86%	-0.439713	-0.76090
January 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A		33,168	0.02%	0.13%	000	902	03.70%	30.00%	-0.439713	-2.9480
January 2018	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Taridem Oic wi TGSR excl	LIS Trunk	Parity	N/A	0	13.063	0.02%	0.13%						-2.93449
January 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Oic Will GSR excl	LIS Trunk	Diagnostic	N/A	7	33.216	0.02%	0.19%						-2.93441
January 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q Taridem Oic w/o TGSR excl	LIS Trunk	Diagnostic	N/A	,	13.063	0.02%							
January 2018 January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	3	13,063	0.02%							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	36	1	36.00							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	200	- 1	50.00	0.00						
January 2016 January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wife Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	48	4	16.00	0.00	73		73.00	0.00		
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DST Capable Unbundled Loop Analog	Parity	N/A	40	2	0.00	0.00	49,443		192.39	247.83	-1.093599	-1.66486
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded		N/A	4	4	100.00%	0.00%	49,443	251	192.39	247.03	-1.093599	-1.00400
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	4	4	100.00%	0.00%			100.00%	0.00%		
		OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable Unbundled Loop Analog		N/A N/A	3	3	100.00%	0.00%	123	257	100.00% 47.86%	0.00% 49.95%	3 719016	1.2610
January 2018	Ordering and Provisioning	OP-15B-RD OP-3A	Pending Orders Delayed for Facilities Dispatches within MSAs	Unbundled Loop Analog Residence	Parity	N/A N/A	2	2	100.00%	0.00%	731			49.95% 26.85%	-0.291047	-1.1769
January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3A OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Parity Benchmark	N/A 90.00%	1	1 4	100.00%	0.00%	/31	/93	92.18%	20.85%	-0.291047	-1.1769
January 2018 January 2018		OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas			90.00%	4 66	69	95.65%							
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Parity	90.00% N/A	13	69	95.65%	0.00%	^	-	100.00%	0.00%		
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	90.00%	13	13	100.00%	0.00%	3	3	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas		Benchmark	90.00%	19	23	82.61%							
January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A	19	4	100.00%	0.00%	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%	1	1	100.00%	0.00%	*	-	100.00%	0.00%		
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark	90.00%	2	1	100.00%							
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-4A	Dispatches within MSAs	Residence	Parity	90.00% N/A	2	1	2.00	0.00	2,353	631	3.73	6.50	-0.265964	-1.1616
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-4A OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00	0.00	2,353	631	3.73	6.50	-0.265964	-1.1616
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	165	53	3.11							
January 2018 January 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	165	12	4.67							
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	6.00	110	27	4.67							
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	110		4.07							
	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	19	4	3.00							
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark	6.00	5	2	5.00							
January 2018 January 2018	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	2	100.00%	0.00%			100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A		4	100.00%	0.00%	1 407	1 530		27 19%	-0.295572	-1 17969
January 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69	74	97.18%	16.55%	1,407	1,550	100.00%	0.00%	-1.256295	-1.76377
January 2018	Ordering and Provisioning Ordering and Provisioning	OP-SA	New Service Installation Quality	Unbundled Loop - 2 Wife Nort-Loaded	Parity	N/A	20	21	95.16%	21.30%	4	4	100.00%	0.00%	-0.994458	-1.76377
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	89	90	98.89%	10.48%	1.197	1.274		23.83%	-1.8979	-2.15384
January 2018	Ordering and Provisioning	OP-SC	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95 00%	5 682	5 688	90.09%	10.40%	1,197	1,274	93.90%	23.03%	-1.09/9	-2.15304
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST		N/A	6825.00	19.500	0.35							
January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic Diagnostic	N/A	16396.80	12,810	1.28							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23221.80	19,500	1.19							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST		N/A	4073.64	19,500	0.83							
	-	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	4073.64	4,908	0.00							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	4700.09 694.20	4,908	0.96							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic Diagnostic	N/A N/A	1281.86	1,780	1.07							
January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL		N/A N/A	1281.86	1,198	1.07							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic Diagnostic	N/A	3200.06	3,721	0.86							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	-	N/A	6863.40	3,721	1.80							
January 2018	Pre-Ordering Pre-Ordering			TOTAL	Diagnostic Diagnostic	N/A N/A	10063.46	3,813	2.70							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7764.88	7,688	1.01							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	7,688 5.820	1.01							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341 48	7,688	1.13							
January 2018 January 2018			Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A N/A	14341.48	7,688	2.19							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A N/A	23/1.//	1,083	0.53							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A	615.86 2987.63	1,162	2.76							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A N/A	2987.63 3952.80	1,083	0.60							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	3952.80 8055.60	6,588 13.426	0.60							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL		N/A N/A	12008.40	13,426	1.82							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic Diagnostic	N/A	12008.40	1,140	0.23							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST		N/A	262.20 817.00	1,140	0.23							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic Diagnostic	N/A N/A	817.00 1227.50	1,900	1.25							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL		N/A N/A	1227.50	1,900	1.25							
January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (1N Reservation) Pre-Order Response Times(1 oop Qual Tools)	REQUEST	Diagnostic	N/A	2306.70	1,900	0.63							
January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A N/A	2303.28 53435.25	3,656 2,805	0.63 19.05							
January 2018 January 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic Diagnostic	N/A N/A	53435.25 55738.53	2,805	19.05 15.25							
								0,000								
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8545.56	4,828	1.77							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8260.98	4,539	1.82							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67087.44	6,902	9.72							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25444.00	6,361	4.00							
		PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48308.19	3,493	13.83							
lanuary 2018 lanuary 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4110.60	806	5.10							

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
lanuary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17119.00	5,035	3.40							
lanuary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3636.00	3,030	1.20							
lanuary 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5522.16	1,596	3.46							
lanuary 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,329	2,888	80.64%							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21	50	42.00%							
January 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	345	422	81.75%							
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,329	2,342	99.44%							
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21	21	100.00%							
January 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	345	345	100.00%							
January 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	1090:15	328	3:19							
January 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	21	21	100.00%							
January 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	339	339	100.00%							
January 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,094	2,094	100.00%							
January 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	23	23	100.00%							
January 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	171	172	99.42%							
January 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	486	486	100.00%							
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	13	23.08%	42.13%	5	66	7.58%	26.46%	-1.930583	-2.17371
December 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,637	1,639	99.88%							
December 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,058,416	1,058,525	99.99%							
December 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
December 2017	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,025	2,032	99.66%	5.86%	45,516	45,847	99.28%	8.47%	-1.966762	-2.19570
December 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
December 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							
December 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2972.75	20,891	0.14							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
December 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	20	35.00%	47.70%	8	9	88.89%	31.43%	2.345717	0.42609
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%	30.00%	1.787903	0.08696
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%	45.83%	-0.882735	-1.536665
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%			
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%	45.83%	-0.26082	-1.158567
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			0.953018	
December 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	3	3	100.00%	0.00%	1,840	4,224	43.56%		-1.970837	-2.198184
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 Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	111:49	20	5:35	3:43	19:39	5			0.930717	
December 2017	Maintenance and Renair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:41	1	3:41	0:00	3:14					
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	73:58	. 8	9:15	13:14	3:14		3:14	0.00		
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Canable	Parity	N/A	108:15	20	5:25	6:01	20:57	6	3:30		0.490189	-0.701986
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	0.00		-2.780763	
December 2017	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5:24	2	2:42	0:45	106:51	17			-0.463045	
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	17:49	1	17:49	0:00	150:27	1	150:27		0.400040	1.201011
December 2017	Maintenance and Repair	MR-6F	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 770754	-1 468585
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			-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%	10004.20	3			-0.866025	
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A		19	21.05%	40.77%	, A	10			-0.989968	
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	- 0	19	0.00%	0.00%		10	0.00%		0.000000	
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			-1.054093	-1.640843
December 2017 December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	4	45	8.89%	28.46%	531	3,605	-10.0070		-1.098702	
December 2017 December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	4	45	0.00%	28.46%	331	3,605			-1.098702	
December 2017 December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A N/A	0	2	0.00%	0.00%	4	20	0.00%		-0.0742	-1.409684
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	0	1	12.50%	33.07%	U	20			-0.448211	-1.272493
December 2017 December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	1 0	8	0.00%	0.00%	143				-0.448211	
December 2017 December 2017	Maintenance and Repair	MR-7E	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22	1 080	2.04%	14.13%	143	2.074		35.90%	1 449756	
December 2017 December 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Panty	N/A N/A	22	1,080	0.00%	14.13%	29	2,074			1.449/56 -0.153406	
December 2017 December 2017		MR-8	Trouble Rate	Residence	Panty	N/A N/A	1 0	68,584	0.00%	0.38%	3,805				-0.153406 -0.81221	
December 2017 December 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Panty	N/A N/A	0	49 226	1.33%	11.44%	3,805				-0.81221 -0.140372	
December 2017 December 2017		MR-8	Trouble Rate Trouble Rate		Panty	N/A N/A	3	1,617	0.06%	11.44%	30	2,379	0.10%	11.16%	-0.140372 -0.311555	
December 2017 December 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Panty	N/A N/A	1 8	1,617	0.06%	2.49%	1	979			-0.311555 -0.372478	
	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Panty	N/A N/A	28	12,762	0.06%	2.50% 8.33%	30	2,120	0.10%		-0.372478 -2.257546	
December 2017 December 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi		N/A N/A		4,006	0.70%	8.33%	30	2,120			-2.25/546 -0.451773	
		MR-8	Trouble Rate	1	Parity	N/A N/A	0 46			4 000/						
December 2017	Maintenance and Repair			Unbundled Loop Analog	Parity		46	20,964	0.22%	4.68%	4,546	431,829	1.05%	10.21%	-11.544838	
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%						-2.992973
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%						-2.993717
December 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	33,432	0.04%							\leftarrow
December 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,063	0.00%							
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	46	3	15.33							
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112	4	28.00	0.00						
December 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	2	0.00%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	48	50	96.00%							

	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	21	24		33.07%						
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	144	147	97.96%							
ecember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	6	8	75.00%							
ecember 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	8	100.00%							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	7	2								
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A		1	8.00	0.00						
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	44			0.00						
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	142									
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40	92								
		OP-4D					195									
December 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00		49								
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	100.00%	0.00%	5	5	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	58	58	100.00%	0.00%	4	4	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	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%	22.88%	-2.801433	-2.703
December 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,103	4,107	99.90%							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6822.90	19,494	0.35							
December 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16262.35	12.805	1.27							
December 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23085.25	19,494								
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST		N/A	4022.10	4.905								
					Diagnostic											
December 2017	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4611.22	4,905								
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	678.30									
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.48	1,231								
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2007.78									
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3235.53	3,719								
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7239.00	3,810	1.90							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10474.53	3,719								
December 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7843.80	7,690								
December 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6640.50	5.825								
December 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14484.30	7.690								
December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2354.40	1,080								
December 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	626.94	1,161								
December 2017	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2981.34									
December 2017	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3885.15	6,585								
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.75	13,425	0.59							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11805.90	6,585	1.79							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	282.50	1,130	0.25							
December 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	873.54	1,899	0.46							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1226.36	989	1.24							
December 2017	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2382.40	1.899								
December 2017	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2482.00	3,650								
December 2017	Pre-Ordering			RESPONSE		N/A	53331.04	2.801								
			Pre-Order Response Times(Loop Qual Tools)		Diagnostic			-100.								
December 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55813.04	3,650								
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8588.50	4,825								
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8251.88	4,534	1.82							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67146.73	6,901	00							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26733.00	6,365	4.20							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48301.60	3,490	13.84							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4000.00	800	5.00							
December 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17608.50	5.031	3.50							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3926.00	3.020	0.00							
December 2017	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5518.70	1.595								
	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A		LNP			1,790									
December 2017			All Electronic LSRs		Diagnostic	N/A		2,177								
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	01	12.0170							
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	359								
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,790	1,797								
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27									
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	283								
December 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	589:00	246								
December 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27	100.00%							
December 2017	Pre-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-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,639									
December 2017	Pre-Ordering Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,039	1,030								
December 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	135	136								
	Pre-Ordering Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	LNP			135	337								
December 2017					Benchmark	90.00%										
December 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3								
December 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	15		47.14%	1	69	1.45%	11.95%	-9.364805	-6.6933
November 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,594	1,594								
November 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	962,736	962,736								
November 2017	Billing	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	-3.311
November 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
November 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3.000.507	2.972.123								
November 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4129.38	24.408								
November 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI		N/A N/A	4129.38	24,408								
					Diagnostic											
November 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520								
November 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520								
lovember 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40.740	40.740	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
November 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	(
November 2017	Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	17	0010210	49.22%	10	11	90.91%	28.75%	1.427968	-0.13185
November 2017 November 2017	Maintenance and Repair Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Diagnostic	N/A N/A	0	1	0.00% 75.00%	0.00%						
November 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	10	24								
November 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	46		49.81%	12	13	92.31%	26.65%	2.817371	0.7128
November 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%	12	16		43.30%	-0.299654	
November 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
November 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	12	16	75.00%	43.30%	0.024577	-0.985058
November 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	12	25.00%	43.30%	303	697	43.47%	49.57%	0.985589	-0.400805
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	73:28	17	4:19	3:29	22:50	9	2:32	1:38	1.264641	-0.231153
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	56:14	1	56:14	0:00						
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:00	4	0.00	2:00	64:48	3	21:36	32:00	-0.740585	-1.450244
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	183:42	24		11:06	64:48	3	21:36	32:00	-0.711678	-1.43267
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	237:26	46		2:42	28:40	11		1:29	2.747781	0.0.00
November 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	485:48	39		9:51	171737:14	3,469	49:30	50:31	-4.554863	
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	37:56	7	5:25	5:28	41:25	12	3:27	2:04	0.852386	-0.481786
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	14:06	1	14:06	0:00						
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7:05	2	0.00	4:03	41:25	12		2:04	-0.00752	
November 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	90:19		11:17	8:52	40233:13	850		43:23	-2.339334	
November 2017 November 2017	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A N/A	4	17	23.53%	42.42% 0.00%	0	14	0.00%	0.00%	1.435028	-0.127565
November 2017 November 2017	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	0	1		0.00%	0	5	0.00%	0.00%		
November 2017 November 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	24		37.27%	0	5	0.00%	0.00%	0.132254	-0.919595
November 2017 November 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	4	24 4F		37.27%	0	14		0.00%	0.132254	
November 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	- 1	39		15.81%	515	3,770		34.34%	-2.007432	
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7		34.99%	3	3,770		39.03%	-0.252397	-1.153447
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A		1	0.00%	0.00%	5	10	10.7376	00.0076	0.202007	
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	5	50.00%	50.00%	3	16	18.75%	39.03%	0.239836	-0.85419
November 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	. 1	3	12.50%	33.07%	107	903	11.85%	32.32%	-0.350752	0.00
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	1,089		14.68%	27	2,099	1.29%	11.27%	2.180303	
November 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,352	0.00%	0.54%	0	54,946	0.00%			
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	50	0.00%		3,809	289,981	1.31%	11.39%	-0.815717	-1.495921
November 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	228	0.00%		30	2,404	1.25%	11.10%	-1.622228	-1.986245
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	-1.596139
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	-1.859091
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	-1.335703
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16			30	2,392	1.25%	11.13%	-0.449296	
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	-8.085895
November 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18	33,504		0.27%						-2.843102
November 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	12,943		0.13%						-2.947431
November 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	20	33,600								
November 2017 November 2017	Network Performance	NI-1D OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk UNBUNDI ED LOOP - ADSL COMPATIBLE	Diagnostic	N/A N/A	5	13,063		0.00						
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date		Parity Parity	N/A N/A	30	2	9.00	0.00						
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	36	4	9.00	0.00	32		32 00	0.00		
November 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	33		33.00	0.00	51.995	312		222.68	-0.599223	-1.364302
Vovember 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed Fast Due Date Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2			0.00%	51,995	312	100.03	222.00	-0.599225	-1.304302
November 2017	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%						
Vovember 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0		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		49.90%	3.719016	1,261001
November 2017	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2					1011011			
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	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								
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	-1.79592
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	98	103								
November 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	4								
November 2017	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%		
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%	0	6	0.0010							
November 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2		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									
November 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	75	15								
November 2017	Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	195	56								
November 2017	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00 N/A	26	4		0.55						
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	N/A 6.00	42	1	4.00	0.00						
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Benchmark	6.00	42		2 1.00							
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7		1.00	0.00%	7	7	100.00%	0.00%		
November 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	,	100.00%	0.00%	, ,	, A	100.00%	0.00%		
Vovember 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	LINBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	- 1	4	100.00%	0.00%		
November 2017	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77		0.00%	1	1	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	21	22		20.83%	4	4	100.00%	0.00%	-1.020076	-1.62016
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	101	107		23.01%	816	872	93.58%	24.51%	-0.324377	-1.197207
November 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	100	100		20.0170	510	0/2		23170		
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	12,788	1.26							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22739.48	19,490	1.17							
November 2017	Pre-Ordering															

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Scor
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4521.00	4,900	0.92							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1,780	0.39							
November 2017	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1306.98	1,233	1.06							
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	3,806	2.00							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10808.62	3,717	2.91							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7868.17	7,639	1.03							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14444.77	7,639	1.89							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2345.77	1,081	2.17							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	644.00	1,150	0.56							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2989.77	1,081	2.77							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3817.56	6,582	0.58							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7784.18	13,421	0.58							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11601.74	6,582	1.76							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	270.72	1,128	0.24							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	890.65	1,895	0.47							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1201.70	985	1.22							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2363.07	1,895	1.25							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2428.75	3,625	0.67							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51723.54	2,718	19.03							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54152.29	3,625	14.94							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8483.20	4,820	1.76							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8195.68	4,528	1.81							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67068.00	6,900	9.72							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26084.20	6,362	4.10							
November 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							
November 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							
November 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							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3922.10	3,017 1,594	1.30							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5515.24	.,,	3.46							
November 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,974	2,489	79.31%							
November 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	52	67.31%							
November 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	584	67.64%							
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,974	1,983	99.55%							
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	35	100.00%							
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	396	99.75%							
November 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	43:17	1	43:17							
November 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	455:12	253	1:48							
November 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35	100.00%							
November 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	379	379	100.00%							
November 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,791	1,791	100.00%							
November 2017 November 2017	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs EOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark Benchmark	90.00%	10	10 227	100.00% 96.04%							_
November 2017 November 2017	Pre-Ordering Pre-Ordering	PO-5B-(b)		Unbundled Loop AGG-EELs	Benchmark	90.00%	442	442	100.00%							_
November 2017 November 2017	Pre-Ordering Pre-Ordering	PO-5B-(C)	FOCs on Time for Electronic/Manual LSRs FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							_
November 2017 November 2017	Pre-Ordering Pre-Ordering	PO-SD PO-SB			Parity	N/A	12	12	27.78%	44.79%		50	2.00%	14.00%	-6.698603	-5.0724
October 2017	Billing	PU-9B BI-2	Unbundled Loops Invoices Delivered within 10 Days	Unbundled Loops and Number Portability All		N/A	1 527	1.529	99.87%	44.79%	1	50	2.00%	14.00%	-6.698603	-5.0724
October 2017 October 2017	Billing	BI-3A			Parity by Design	N/A	1,027	1,095,099	100.00%							_
October 2017 October 2017	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate Reciprocal Compensation	Diagnostic	N/A	1,095,099	1,095,099	100.00%							_
	Billing	BI-3B BI-4A	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A	.,	.,	99.79%	4.53%	50.350	50.830	99.06%	9.67%	-3.682048	0.0001
October 2017			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	-3.2385
October 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,840	4,840	100.00%							
October 2017 October 2017	Database Updates	DB-1B DB-1C-1	All	LIDB	Diagnostic	N/A N/A	3,626,449 5786.33	3,599,644	1.01							
	Database Updates	GA-1	All	Directory Listing	Diagnostic	N/A	0.00.00	29,495	0.20							_
October 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic		30,060	30,060	100.00%							_
October 2017 October 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA XML	Diagnostic	N/A N/A	30,060 30,060	30,060 30,060	100.00%							-
October 2017 October 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML FBTA	Diagnostic	N/A N/A	30,060 42,900	30,060 42,900	100.00%							-
October 2017 October 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA RepairGUI	Diagnostic Diagnostic	N/A N/A	42,900 41,820	42,900 41,820								-
	Electronic Gateway Availability	GA-4	Gateway Availability - Repair	RepairGUI EASE		N/A N/A	41,820 26.880		100.00%							-
October 2017 October 2017	Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR	ALL	Diagnostic	N/A N/A	26,880	26,880	100.00%							-
October 2017 October 2017	Electronic Gateway Availability Maintenance and Repair	GA-7	Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1		Diagnostic	N/A N/A	0	0	50.00%	50.00%			87.50%	33.07%	1.075723	0.07-
October 2017 October 2017		MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A N/A	4	8	50.00%	50.00%	7	8	87.50%		1.0/5723	-0.3460
	Maintenance and Repair	MR-5A MR-5A		UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	-	1		0.00%	0	1	0.00%	0.00%		-
October 2017	Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1		Diagnostic	N/A N/A	2	8	25.00%							_
October 2017	Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	8	13	61.54%	48.78%	_		00.077		0.580117	-0.6473
October 2017 October 2017	Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	25	41	60.98% 66.67%	48.78% 47.14%	5	6	83.33%			
	Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2		Parity	N/A N/A	4	6			8	13			-0.213574	
October 2017	Maintenance and Repair	MR-5B MR-5X	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	3		75.00%	43.30%	8 317	13			-0.483933 -0.637744	
October 2017	Maintenance and Repair	MR-6A	Out of Service cleared w/i 24 hours	Business	Parity		1	2	50.00%	50.00%		619				
October 2017	Maintenance and Repair		Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	3:19	1	3:19	0:00	114575:56	2,791			-0.964385	
October 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	0.00		0.032592	-0.980
October 2017	Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk LINBUNDI ED LOOP - ADSL COMPATIBLE	Parity	N/A	27:56	1	27:56	0:00	16:17	1	16:17			
October 2017	Maintenance and Repair		Mean Time to Restore Interval Zone 1		Parity	N/A	42:44	8	5:21	1:53	11:00	3				0.0.0
October 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		0.25076	
October 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		-0.168741	
October 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	
October 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:28	6	3:45	3:36	48:18					
October 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11:55	4	2:59	1:11	48:18	10			-1.319983	
October 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	136:40	12	11:23	9:01	31906:28	762			-2.832792	
	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	424	2,888	14.68%	35.39%	-0.414751	-1.2521
ctober 2017 ctober 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%		10	10.00%	30.00%	-0.702728	-1.42

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator			Modified Z Score	Parity Score
October 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%		
ctober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	8	0.00%	0.00%	1	3	33.33%	47.14%	-1.044466	
ctober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	13	110010	26.65%	1	3	33.33%	47.14%	-0.849208	
ctober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10		24.39%	42.94%	1	10	10.00%	30.00%	0.519416	
ctober 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	44	4.0070	20.83%	507	3,638	13.94%	34.63%	-1.787864	-2.08694
October 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	0	13	0.00%	0.00%		
ctober 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	0	13	0.00%	0.00%	0.721522	-0.5613
October 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	12	8.33%	27.64%	107	808	13.24%	33.90%	-0.49804	
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14			11.15%	21	2,114	0.99%	9.92%	0.722997	
October 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	69,280	0.00%	0.38%	1	55,134	0.00%	0.43%	-0.15237	-1.09263
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	52	1.92%	13.73%	3,702	293,991	1.26%	11.15%	0.043456	
October 2017	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0		0.00%		23	2,416	0.95%	9.71%	-1.395025	
October 2017	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	1,700	0.47%	6.84%	3	936	0.32%	5.65%	0.652339	-0.60340
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	13,074	0.10%	3.15%	3	936	0.32%	5.65%	-1.155965	-1.70277
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	45	4,094	1.10%	10.43%	19	2,155	0.88%	9.35%	0.874217	-0.4685
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	18	0.00%		23	2,405	0.96%	9.73%	-0.415346	-1.2525
October 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	56	21,240	0.26%	5.13%	4,446	441,601	1.01%	9.98%	-10.596764	-7.4423
October 2017	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,482	2,888	85.94%	34.76%	-0.404377	-1.2458
October 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	13	33,696	0.04%	0.19%						-2.8801
October 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13.063	0.01%	0.07%						-2.9736
October 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13		0.04%	0.01 70						2.0700
October 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	13.063	0.01%							
October 2017	Ordering and Provisioning	OP-15A			Diagnostic	N/A		13,003	6.00							
		OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	-	N/A	- 10	6		0.00						
October 2017	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity		18		3.00	0.00	40		405	000.00	0.00-:	4 41 12
october 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	13		13.00	0.00	49,337	299	165.01	222.36	-0.682455	-1.4149
october 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	6	0.0070	0.00%						
October 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	145	299	48.49%	49.98%	3.719016	1.2610
October 2017	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	702	703	99.86%	3.77%	-0.037716	-1.022
October 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
October 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	6			0.00%	1	1	100.00%	0.00%		
October 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	74	78	94.87%							
October 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	24	25	96.00%	19.60%	2	3	66.67%	47.14%	-1.018402	-1.61914
October 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	39	39	100.00%							
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	4	25.00%							
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10								
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
October 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3			0.0070						
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5		5.00							
October 2017		OP-4D			Benchmark	6.00	154	51	3.02							
	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded		5.50	154									
October 2017	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark											
October 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	194									
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	27		9.00							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30		3.00							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	_	0.00							
October 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	3	3	100.00%	0.00%		
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1,645	1,820	90.38%	29.48%	-0.326074	-1.19823
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	90	90	100.00%	0.00%	6	6	100.00%	0.00%		
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	28	29	96.55%	18.25%	3	3	100.00%	0.00%	-1.318011	-1.80129
October 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	41	42	97.62%	15.25%	1,368	1,475	92.75%	25.94%	-1.200623	-1.72992
October 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,936	2,937	99.97%							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6631.70		0.34							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15987.50		1.25							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22619.20		1.16							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3917.60	4,897	0.80							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4439.10		0.80							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scrieduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	698.00	1,745	0.40							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1291.50		1.05							
October 2017 October 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL		N/A N/A	1291.50 1989.50	1,230	1.05							
					Diagnostic				0.85							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3157.75		0.00							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7986.30	3,803	2.10							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11144.05	911.10	3.00							
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	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	.,,	2.19							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.36	1,142	0.58							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3045.08	1,088	2.80							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3751.17	6,581	0.57							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7772.00	13,400	0.58							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11523.17	6,581	1.75							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	253.00	1,100	0.23							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	864.80	1,880								
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 October 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2304.81	1,880	1.21							
October 2017 October 2017		PO-1-IMA GUI		REQUEST	-	N/A	2304.81		0.69							
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)		Diagnostic			3,621								
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51544.20	2,710	19.02							
October 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	54042.69	3,621	14.92							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8440.25		1.75							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8141.40	4,523	1.80							
ctober 2017 ctober 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67107.81	6.897	9.73							

CenturyLink-271_exhibit(14_state_pid)_excel_all_wa_oct18.xls

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26670.00	6,350	4.20							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48371.80	3,485	13.88							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3999.60	792	5.05							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17552.50	5,015	3.50							
October 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3612.00	3,010	1.20							
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	78.81%							
October 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	75	69.33%							
October 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	474	77.85%							
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,216	2,223	99.69%							
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	52	52	100.00%							
October 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	369	370	99.73%							
October 2017	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:15	3	1:25							
October 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	565:30	351	1:37							
October 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	50	50	100.00%							
October 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	385	385	100.00%							
October 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,034	2,034	100.00%							
October 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
October 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	163	164	99.39%							
October 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	531	531	100.00%							
October 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
October 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	7	12	58.33%	49.30%	1	64	1.56%	12.40%	-14.551534	-9.846705