

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington November 2017 - November 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.

December 12, 2018

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result 0	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,693	1,693	100.00%							
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	909,805	911,270	99.84%							
November 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,233	3,233	100.00%							
lovember 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,220	2,224	99.82%	4.24%	42,582	44,835	94.97%	21.85%	-10.209233	-7.20677
	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,232	3,233	99.99%							
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,256,857	3,214,685	1.01							
November 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	7073.90	121,903	0.06							
November 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
November 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
November 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
November 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
November 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
November 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26.880	100.00%							
November 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	10	70.00%	45.83%	7	15	46.67%	49.89%	-1.145644	-1.69650
	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A		6		40.0070		10	40.0770	40.0070	1.140044	1.00000
November 2018	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	0	0.00%							
	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	26	80.77%	39.41%	0	14	57 14%	49 49%	-1 440208	-1 87558
November 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	21	20		0.00%	0	17	35.29%	49.49%	-1.811271	-2.10117
	Maintenance and Repair	MR-5B	All Troubles Cleared wii 4 Hours-Zone 2 All Troubles Cleared wii 4 Hours-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A	2	10		30.00%	ь	17	35.29%	47.79%	-1.811271	
				Unbundled Loop - DS1 Capable			9	10			ь					-2.7463
November 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	6	8	75.00%	43.30%	386	554	69.68%	45.97%	-0.325316	-1.19777
	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%	1,956	3,258	60.04%	48.98%	-0.815745	
	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	4:30	1	4:30	0:00	21822:27	654	33:22	32:16	-0.894114	
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	38:59	10		2:19	79:40	12	6:38	4:33	-1.408663	-1.85640
November 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	46:34	6	7:46	8:28	7:37	1	7:37	0:00		
November 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	87:55	9	9:46	3:58	7:37	1	7:37	0:00		
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	86:17	26	3:19	2:30	65:09	10	6:31	5:01	-1.713566	-2.04177
November 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	228:56	53	4:19	3:42	66839:57	2,569	26:01	26:38	-5.87274	-4.57037
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4:50	2	2:25	0:03	86:22	14	6:10	3:01	-1.641281	-1.99782
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	23:50	10	2:23	1:34	86:22	14	6:10	3:01	-3.023172	
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	96:04	.0		9:50	22004:05	667	32:59	32:09	-1.83448	
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	859	1.40%	11.74%	32	1,912	1.67%	12.83%	-0.525066	-1.31921
November 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	61,984	0.00%	11.7470	0	49,587	0.00%	12.0376	-0.323000	-1.51921
	Maintenance and Repair	MR-8	Trouble Rate	Residence		N/A	0	61,964	0.00%		3,230	252,798		11 23%	-0.754563	-1 45874
		MR-8			Parity		U						1.28%			
November 2018	Maintenance and Repair		Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	219	0.46%	6.74%	33	2,207	1.50%	12.14%	-1.207955	
November 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	1,246	0.48%	6.92%	1	891	0.11%	3.35%	2.514007	0.52840
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9	10,946	0.08%	2.87%	1	891	0.11%	3.35%	-0.257287	-1.156411
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	36	3,399	1.06%	10.24%	31	1,965	1.58%	12.46%	-1.468224	
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	11	0.00%		33	2,198	1.50%	12.16%	-0.408451	-1.24832
November 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	61	18,428	0.33%	5.74%	3,900	385,917	1.01%	10.00%	-9.010717	-6.478127
November 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	30,528	0.03%	0.24%						-2.907665
November 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	12,943	0.02%	0.31%						-2.951603
November 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	9	30.528	0.03%							
November 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	12,943	0.02%							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	0	1	0.00							
November 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	93		10.33	5.32						
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	12	2	6.00	0.00	40.863	240	170.26	282 20	-0.819785	-1 498394
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	2	88.89%	31.43%	40,003	240	170.20	202.20	-0.018703	-1.480384
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	2		0.00%	138	240	57.50%	49.43%	-1.638145	-1.995922
							0			0.00%	130	240	57.30%	49.43%	-1.030143	-1.995922
November 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	90	99	90.91%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	12	12		0.00%						
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	10	13								
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	0	4	0.00%							
November 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	5	5	100.00%							
November 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2		0.00%						
November 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	6	100.00%							
November 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	140	51	2.75							
November 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	34	11	3.09							
November 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	80	19	4.21							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	198	4	49.50							
November 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	30	6	5.00							
November 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	3 567	3 587	99.44%							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00% N/A	22895.30	94.570	0.26							
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE		N/A	48707 63	94,570	0.26							
					Diagnostic			00,000	0.00							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71602.93	94,570	0.76							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7229.55	15,612	0.47							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	15,612	0.50							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197	0.09							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.46							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.83							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12,062	0.20							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,327	0.97							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26815.00	31,880	0.91							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5.640	1.15							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33301.00	31,880	1.04							
November 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5.822	0.98							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A	314.68	3,825	0.09							
				TOTAL	Diagnostic											
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)		Diagnostic	N/A	5989.18	5,822	1.03							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10175.15	24,948	0.42							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17148.88	45,656	0.39							
		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27324 03	24 948	1.10							
November 2018 November 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	194.00	1.815	0.12							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73	6,993	0.53							
lovember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
lovember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6,993	0.87							
lovember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							
lovember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
lovember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
lovember 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10829.18	6,524	1.68							
November 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							
November 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	9.68							
November 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							
lovember 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							
lovember 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	776	5.16							
November 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							
November 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							
November 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5960.12	1,724	3.48							
November 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,403	1,807	77.64%							
November 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	51	50.98%							
lovember 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	274	343	79.88%							
lovember 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,403	1,440	97.43%							
lovember 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	27	96.30%							
Vovember 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	274	275	99.64%							
Vovember 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	390:54	205	1:54							
Vovember 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	24	24	100.00%							
Vovember 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	270	270	100.00%							
lovember 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,290	1,290	100.00%				I			
lovember 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							
lovember 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	115	115	100.00%							
November 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	327	328	99.70%							
November 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2								
November 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10	100.00%							
November 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	15		24.94%	1	47	7 2.139	% 14.43%	-1.060666	-1.6448
October 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,737	1,737	100.00%							
October 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	914,215	914,335	99.99%							
October 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,783	2,783	100.00%							
October 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	99.469	% 7.32%	-2.740713	-2.6662
October 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2 782	2 783	99.98%	0.0170	02,700	00,040	5 55.40	7.0270	2.7 407 10	2.0002
October 2018	Database Updates	DB-1B	ΔΙΙ	LIDB	Diagnostic	N/A	2,787,149	2,750,740	1.01					+		
October 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	RenairGUI	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-4	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	27,900	27,960	100.00%							
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 66.679	% 47.14%	-0.92582	-1.5628
October 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	2	2				-1.3020
October 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w// 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%	0.00%	2	2	2 100.00	-6 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	0	14						+		
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%			2 50.009	% 50.00%	-0.514837	-1.3129
October 2018	Maintenance and Repair	MR-5B	All Troubles Cleared wii 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable		N/A	10	23		43.30%	- 1	- 6				
October 2018 October 2018		MR-5B	All Troubles Cleared wii 4 Hours-Zone 2 All Troubles Cleared wii 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		8	0.00%	43.30%	4		66.67	6 47.14%	-0.32/32/	-1.1990
October 2018	Maintenance and Repair	MR-5B		Unbundled Loop - DS1 Capable	Diagnostic	N/A	0	1	87.50%	33.07%			66.679	% 47 14%	-0.818317	-1.4975
October 2018	Maintenance and Repair Maintenance and Repair	MR-5X	All Troubles Cleared wii 4 Hours-Zone 2	Oribunded Loop - DST Capable	Parity	N/A	,	8	60.00%		421	624			-0.616317	
October 2018 October 2018		MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	3	5	100.00%	48.99% 0.00%	2.048	3.452				
October 2018 October 2018	Maintenance and Repair Maintenance and Repair	MR-5X MR-6B	Out of Service cleared w/i 24 hours Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING	Parity	N/A N/A	22:49	1	100.00%	0.00%	2,048	3,452				
					Parity			1				656				
October 2018	Maintenance and Repair	MR-6D 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	7:1			
October 2018	Maintenance and Repair		Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	3:18	1 2	3:18	0:00	3:50	3				
October 2018	Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	16:19		8:10	1:50	37:10					
October 2018 October 2018	Maintenance and Repair Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	155:53 146:02	14		9:06 4:51	37:10 17:55	3	3 12:2 2 8:5			
		MR-6D MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A N/A	146:02 291:42	23	6:21 7:18	4:51 7:08	17:55 75614:27	2,722				
October 2018	Maintenance and Repair	MR-6D MR-6F	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity											
October 2018	Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	26:11 14:46	8	3:16 14:46	3:02 0:00	18:09	5	3:3	0:59	-0.63898	-1.3884
October 2018	Maintenance and Repair		Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity			1						10		
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		0.0			
October 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				-1.7426
October 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	3				
October 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	0	3	0.009			
ctober 2018	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			
ctober 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%	1	3	00.00		0.774007	1.4700
ctober 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	14	7.14%	25.75%	1	3	33.33			
ctober 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	23	21.74%	41.25%	0	3	0.009			
ctober 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	40	17.50%	38.00%	424	3,234				
ctober 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	8		33.07%	0	6	0.009	% 0.00%	-0.180012	-1.10
ctober 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
ctober 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	8	12.50%	33.07%	0	6	0.009			
ctober 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	10	0.00%	0.00%	101	803				
ctober 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				
ctober 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	62,080	0.00%	0.40%	2	49,827				-1.383
ctober 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	44	0.00%		3,284	255,619				
ctober 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	222	0.45%	6.70%	9	2,230				
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,278	0.23%	4.84%	3	898	0.339	% 5.77%	-0.395345	-1.240
				Unbundled Loop - 2 Wire Non-Loaded		N/A	14	11 060	0.13%	3.56%	2	898	0.339	% 5.77%	-1 036323	-1 630
October 2018 October 2018 October 2018	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - 2 Wife Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	14	3.454	0.90%	9.43%		1.982		,,,		

Month	PID Category	PID	PID Title	Product Category			CLEC Numerator			EC Standard Deviatior CT	L-Q Numerator C					
October 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	11	0.00%		9	2,221	0.41%	6.35%	-0.211034	
ctober 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	50		0.27%	5.17%	4,037	390,304	1.03%	10.12%	-10.104372	
ctober 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%						-2.8880
ctober 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3		0.02%	0.30%						-2.9298
ctober 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%							
ctober 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%							
ctober 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%	0.0076		2	100.0076	0.0078		
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	13	4	75.00%							
		OP-3E					3									
October 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A 90.00%	2		100.00%	0.00%	3	3	100.00%	0.00%		
October 2018	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark		11	11								
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		3.00							
October 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wile Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	15		5.00							
		OP-4E			Benchmark Benchmark		15		5.00							
October 2018	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog		6.00	15	-	0.00							
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	5	5	100.00%	0.00%		
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0		0.00%	0.00%	1	1	100.00%	0.00%	0	
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	136	137	99.27%	8.51%	1	1	100.00%	0.00%	-2.444812	-2.486
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	10	10	100.00%	0.00%	3	3	100.00%	0.00%		
October 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	23	24	95.83%	19.98%	1,373	1,479	92.83%	25.79%	-0.565276	-1.3436
October 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4.028		99.78%		.,	.,	,=,0			
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST		N/A	22789.30	94,070	0.24							
		PO-1-IMA GUI		RESPONSE	Diagnostic	N/A N/A	22789.30 48697.53	94,070	0.24							
October 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic											
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71486.83		0.76							
October 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							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	709 20	9 195	0.08							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5931.43	12,820	0.46							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	12583.39	15.325	0.40							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2342.49	12,060	0.19							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14925.88		0.97							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26811.88	31,875	0.84							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33297.88	31,875	1.04							
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	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314 58	3.825	0.08							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL		N/A	5984.08		1.03							
					Diagnostic											
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10159.15		0.41							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17143.77	45,650	0.38							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27302.92	24,940	1.09							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	183.75		0.10							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3571.83	6,990	0.51							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1.815	1.28							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6073.33	6,990	0.87							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83		0.67							
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		RESPONSE		N/A N/A	1302.71	13,540	7.24							
October 2018			Pre-Order Response Times(Loop Qual Tools)		Diagnostic											
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		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	9.68							
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		5.15							
October 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Service Avail XML)	XMI Request/Response	Diagnostic	N/A	19800.00	5 280	3.75							
October 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail AML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
		PO-1-XML PO-1-XML		XML Request/Response XML Request/Response		N/A N/A	9368.80 5958.12	3,346								
October 2018	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic				3.46							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,721	2,282	75.42%							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33		66.00%							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	347	412	84.22%							
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,721	1,803	95.45%							
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	35	94.29%							
October 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	347	351	98.86%							
October 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	902:36		4:01							
October 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	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		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	87.50%							
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	97.26%							
October 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	401		100.00%							
							4							12 31%		
October 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	30	3.33%	17.95%	1	65	1.54%	12.31%	-0.660712	-1.401
September 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,657	1,658	99.94%							
eptember 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	910.203	910.203	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
September 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,357	3,357	100.00%							
	Billing	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	-1.27397
September 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,357	3,357	100.00%							
	Database Updates	DB-1B DB-1C-1	All	LIDB	Diagnostic	N/A N/A	2,848,676	2,811,880	1.01							
	Database Updates		7 101	Directory Listing	Diagnostic	N/A N/A	1619.28 28.800	18,849 28.800	100.00%							
September 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI SIA	Diagnostic	N/A N/A	28,800	28,800 28.800	100.00%							
September 2018 September 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XML XML	Diagnostic Diagnostic	N/A N/A	28,800	28,800 28.800	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Cork Gateway Availability - Repair	FRTA	Diagnostic	N/A	41 400	41 400	100.00%							
September 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	,	100.00%							
September 2018 September 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-3	System Availability - Repair	EASE	Diagnostic	N/A N/A	40,125 25.500		100.00%							
	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	23,300	23,300	100.0076							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2		40.00%	48.99%	7	7	100.00%	0.00%	1.690622	0.02782
September 2018	Maintenance and Repair	MR-5A	All Troubles Cleared wir 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	,		100.0076	0.0078	1.030022	0.02702
	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	- 4	25.00%	0.0076						
	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A		12								
September 2018	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	25	76.00%	42.71%	6	7	85.71%	34.99%	-0.02791	-1.01696
	Maintenance and Repair	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%		-1 187542	
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%		-					
	Maintenance and Repair	MR-5B	All Troubles Cleared wii 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1		100.00%							
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	6	11	54.55%	49.79%	0.416666	-0.74668
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3	66.67%	47.14%	289	446	64.80%		-0.067534	
	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	2.482	52.78%		-0.945672	
September 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	17:27		17:27	0:00	20950:09	536	39:05		-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		5:28	3:20	12:46	6	2:08		2.096927	
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	4:42	1	4:42	0:00	12.40	Ü	2.00	1.07	2.000321	3.27 40
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	21:14			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						
	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	7 6:07	-0.444387	-1.2701
	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		-3.033585	
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6:18			0:23	59:24	1,500	6:36		-0.820782	
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	00.24		0.30	5.23	0.020702	1,44
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		2:36	0:00						
	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	48:56	- 4		6:25	59:24	0	6:36	5:23	1 498513	-0.0889
September 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	26:03		4:20	2:47	21366:39	548	38:59		-2.312677	0.0000
	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP LINBUNDLING	Parity	N/A	20.03	1	0.00%	0.00%	21300.33	2	0.00%		-2.512011	-2.4000
	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	0	11.11%	0.0070	-0.264741	-1.1609
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%			11.1170	31.4376	-0.204741	-1.1008
September 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%						
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	12		0.00%						
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A		25	20.00%	40.00%	- 1	0	11.11%	31.43%	0.032029	-0.98052
September 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	1	31	3.23%	17.67%	305	2,284	13.35%		-1.64664	
	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	- 1	2	50.00%	50.00%	2	11	18.18%		0.194028	
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		- 1	0.00%	0.00%	-		10.1070	00.0770	0.104020	0.00200
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0		0.00%	0.00%						
September 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	-1,49084
	Maintenance and Repair	MR-7F	Renair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	59	633	9.32%		-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%		-0.354452	
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	- 1	61.936	0.00%	0.40%	0	50.875	0.00%		0.054402	1.21040
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A		45	0.00%	0.4070	2,391	257,992	0.93%		-0.648749	-1.39441
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	224	0.45%	6.67%	20	2.268	0.88%		-0.66496	
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	- 5		0.38%	6.17%	0	912	0.00%		-0.00480	-1.40420
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13		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	0.12%	9.02%	18	2 013	0.89%		-0.284426	-1.17291
September 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	11	0.00%	0.0270	20	2,259	0.89%		-0.312701	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	37		0.20%	4.41%	2.917	393.676	0.74%		-8.556502	
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%	-,/	,070	2 470	2.2070		-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
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14		0.05%							
	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	12,919	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	1	1	100.00%	0.00%	142	281	50.53%	50.00%	3.719016	1.26100
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4		0.00%	4	4	100.00%			
September 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57	69	82.61%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	10			0.00%	4	4	100.00%	0.00%		
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	19	94.74%		-					
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2								
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%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	2								
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%							
	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		
September 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	275	54	5.09							
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							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	42	. 8	5.25							
	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6			0.00%	8	8	100.00%	0.00%		
eptember 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%		-1.965272	-2.1948
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	11	12		27.64%	3	4	75.00%		-0.666667	
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	29			17.95%	1,135	1,217	93.26%		-0.734882	
	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	6	6	100.00%							
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,997	2,000	99.85%							
								1.536	0.19							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator CL	EC Denominator		LEC 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-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	1,536	0.39							
September 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
September 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
September 2018 September 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A N/A	4920.00 417.48	1,200 3,479	4.10 0.12							_
p-10-11-0-1-0-1-0	Pre-Ordering Pre-Ordering		· · · · · · · · · · · · · · · · · · ·	RESPONSE	Diagnostic	N/A N/A	32076.38	3,479	9.22							_
September 2018 September 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A N/A	32076.38	3,479	9.22							_
September 2018 September 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic Diagnostic	N/A	32493.86 196.77	236	0.83							
September 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5.640	1.15							
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6682.77	236	28.32							
September 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	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-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	123.61	360	0.34							_
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	89.62	720	0.12							
September 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	213.23	360	0.59							
	Pre-Ordering		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-Ordering	PO-1-IMA GUI	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							_
	Pre-Ordering		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							
	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 (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	9.68							
September 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							
	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							
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	1,722	3.46							
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,634	2,097	77.92%							
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	22	62	35.48%							
September 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	236	288	81.94%							
September 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,634	1,695	96.40%							
September 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	22	23	95.65%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	236	237	99.58%							
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	Benchmark	95.00%	207	207	100.00%							
September 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,468	1,468	100.00%							
September 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							
September 2018	Pre-Ordering Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	107	108	99.07%							
		PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs		Benchmark		373	379	98.42%							_
September 2018 September 2018	Pre-Ordering	PO-5D PO-9B	FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops	LIS Trunk	Benchmark	85.00% N/A	6	6	100.00% 43.75%	49.61%		56	0.00%	0.00%		_
	Pre-Ordering			Unbundled Loops and Number Portability All	Parity	N/A N/A	1.839	1.840		49.61%	U	56	0.00%	0.00%		_
August 2018 August 2018	Billing Billing	BI-2 BI-3A	Invoices Delivered within 10 Days	UNEs and Resale Aggregate	Parity by Design Diagnostic	N/A	951,237	951.237	99.95%							
August 2018 August 2018	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation		N/A N/A	3,687	3,687	100.00%							_
August 2018 August 2018		BI-3B BI-4A	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A N/A	2.127	2.136	99.58%	6.48%	50.115	50.594	99.05%	9.68%	-2.456192	-2.49325
August 2018 August 2018	Billing	BI-4A BI-4B	UNEs and Resale Aggregate Reciprocal Compensation (MOU):	UNEs and Resale Aggregate	Parity	N/A	3.687	2,136	100.00%	6.48%	50,115	50,594	99.05%	9.68%	-2.456192	-2.49325
August 2018 August 2018	Billing Database Updates	DB-1B	All	Reciprocal Compensation LIDB	Diagnostic Diagnostic	N/A N/A	3,791,558	3,736,924	1.01							
August 2018 August 2018	Database Updates Database Updates	DB-1B DB-1C-1	All	Directory Listing	Diagnostic	N/A N/A	3,791,558	3,736,924	0.08							
August 2018 August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A N/A	30,600	35,842	100.00%							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							_
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XML	Diagnostic	N/A		30,600	100.00%							_
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August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	30,600 43,200	43.200	100.00%							
August 2018 August 2018		GA-3	Gateway Availability - Repair		Diagnostic	N/A N/A	43,200	43,200	100.00%							
August 2018 August 2018 August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability			EBTA RepairGUI EASE												
August 2018	Electronic Gateway Availability	GA-3 GA-3	Gateway Availability - Repair Gateway Availability - Repair	RepairGUI	Diagnostic Diagnostic	N/A	43,200 42,180	43,200 42,180	100.00% 100.00%							
August 2018 August 2018 August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability	GA-3 GA-3 GA-4	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR	RepairGUI EASE ALL	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A	43,200 42,180 27,960	43,200 42,180 27,960	100.00% 100.00%	47.14%	g	11	81.82%	38.57%	0.264984	-0.83890
August 2018 August 2018 August 2018 August 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-3 GA-3 GA-4 GA-7	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases	RepairGUI EASE	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	43,200 42,180 27,960	43,200 42,180 27,960	100.00% 100.00% 100.00%	47.14%	9	11	81.82%	38.57%	0.264984	-0.83890
August 2018 August 2018 August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wii 4 Hours-Zone 1	RepairGUI EASE ALL Enhanced Extended Loops - DS1 Capable	Diagnostic Diagnostic Diagnostic Diagnostic Parity	N/A N/A N/A N/A	43,200 42,180 27,960 0 6	43,200 42,180 27,960 0	100.00% 100.00% 100.00% 66.67%	47.14%	9	11	81.82%	38.57%	0.264984	0.83890
August 2018 August 2018 August 2018 August 2018 August 2018 August 2018	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	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 1	RepairGUI EASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic	N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6	43,200 42,180 27,960 0 9	100.00% 100.00% 100.00% 66.67% 100.00%	47.14% 47.85%	9	11	81.82% 83.33%	38.57%	0.264984 0.824874	
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A	Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit 4 Hours-Zone 1 All Troubles Cleared with 4 Hours-Zone 1	RepairGUI EASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6 2	43,200 42,180 27,960 0 9 2	100.00% 100.00% 100.00% 66.67% 100.00% 47.37%		9 10 5					-0.4985
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair 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 wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2	RepairGUI EASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE UNbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Diagnostic Parity	N/A N/A N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6 2	43,200 42,180 27,960 0 9 2 19	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52%	47.85%		12	83.33%	37.27%	0.824874	-0.4985° -2.0790°
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A MR-5A	Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wit 4 Hours-Zone 1 All Troubles Cleared with 4 Hours-Zone 1	RepairGUI EASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Diagnostic Parity Parity	N/A N/A N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6 2	43,200 42,180 27,960 0 9 2 19	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00%	47.85% 0.00%		12 14	83.33% 35.71%	37.27% 47.92%	0.824874 -1.774824	-0.4985° -2.0790° 2 -1.20552
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A MR-5A MR-5B	Gateway Availability - Repair System Availability - Aspir System Availability - ASPR Timely Outage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2	RepairGUI EASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSI, COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Business	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6 2 9 20 20	43,200 42,180 27,960 0 9 2 19 31 2 6	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 50.00%	47.85% 0.00% 50.00%	5	12 14 12	83.33% 35.71% 41.67%	37.27% 47.92% 49.30%	0.824874 -1.774824 -0.338062	-0.4985° -2.0790° -1.20552 -1.15698
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-5B	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wif 4 Hours-Zone 1 All Troubles Cleared wif 4 Hours-Zone 2 Out of Service Cleared wif 24 hours-Zone 2 Out of Service Cleared wif 24 hours-Zone 2 Out of Service Cleared wife All Hours-Zone 2 Out of Service Cleared wife All Hours-Zone 2	RepairGUI EASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Diagnostic Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6 2 9 20 2 3 4	43,200 42,180 27,960 0 9 2 19 31 2 6	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 50.00% 66.67%	47.85% 0.00% 50.00% 47.14%	5 5 326	12 14 12 530	83.33% 35.71% 41.67% 61.51%	37.27% 47.92% 49.30% 48.66% 69:23	0.824874 -1.774824 -0.338062 -0.258166	-0.4985 -2.0790 2 -1.2055 6 -1.1569 9 -1.3359
August 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 MR-5A MR-5B MR-5B MR-5S MR-5B MR-5X MR-6A	Gateway Availability - Repair System Availability - Repair System Availability - ASR Timely Obutage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Out of Service cleared wid 24 hours	RepairGUI EASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6 2 9 2 9 20 2 2 3 4 4 3,366	43,200 42,180 27,960 0 9 2 19 31 2 6	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 50.00% 66.67% 3:06	47.85% 0.00% 50.00% 47.14% 0:00	5 5 326 74843:11	12 14 12 530 1,806	83.33% 35.71% 41.67% 61.51% 41:26	37.27% 47.92% 49.30% 48.66% 69:23	0.824874 -1.774824 -0.338062 -0.258166 -0.552509	-0.4985 ¹ -2.0790 ¹ 2 -1.2055 6 -1.1569 ² 9 -1.33590
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A MR-5B MR-5B MR-5S MR-6S MR-6X MR-6A	Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Mean Time to Restore-Disp wid MSA Mean Time to Restore-Disp wid MSA Mean Time to Restore Interval Zone 1	RepairGUI FASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 28 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Fast Capable Enhanced Extended Loops - DS1 Capable Business Residence Fast Capable Enhanced Extended Loops - DS1 Capable	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6 2 2 9 20 20 2 3 4 4 3.06 32.39	43,200 42,180 27,960 0 9 2 19 31 2 6	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 50.00% 66.67% 3:36	47.85% 0.00% 50.00% 47.14% 0:00	5 5 326 74843:11	12 14 12 530 1,806	83.33% 35.71% 41.67% 61.51% 41:26	37.27% 47.92% 49.30% 48.66% 69:23	0.824874 -1.774824 -0.338062 -0.258166 -0.552509	-0.4985 -2.0790 2 -1.2055 6 -1.1569 9 -1.3359
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-7 MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-5S MR-6B MR-6B MR-6B	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wii 4 Hours-Zone 1 All Troubles Cleared wii 4 Hours-Zone 2 Man Time to Restore Hours-Zone 2 Man Time to Restore Disp wii MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	RepairGUI EASE UNBLUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	43,200 42,180 27,960 0 6 6 2 9 20 2 2 3 4 3,306 32,339 4,166	43,200 42,180 27,960 0 9 2 19 31 2 6 6 1	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 50.00% 66.67% 3:06 3:38 2:03	47.85% 0.00% 50.00% 47.14% 0.00 1.30	5 5 326 74843:11	12 14 12 530 1,806	83.33% 35.71% 41.67% 61.51% 41:26	37.27% 47.92% 49.90% 48.66% 69:23 9:12	0.824874 -1.774824 -0.338062 -0.258166 -0.552509	-0.4985 -2.0790 2 -1.2055 -1.1569 -1.3905
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A MR-5B MR-5B MR-6B MR-6B MR-6B MR-6B MR-6B MR-6A MR-6A MR-6A MR-6D MR-6D	Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 Out of Service cleared wid + A Fours-Zone 2 Out of Service cleared wid + A Fours-Zone 2 Man Time to Restore-Disp wid MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	RepairGUI EASE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extanded Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Parity	N/A	43,200 42,180 27,960 0 6 2 2 9 20 2 3 4 4 33,6 32,39 4,06 89,02	43,200 42,180 27,960 0 9 2 19 31 2 6 6 1	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 50.00% 3.06 3.38 2.03 4.41	47.85% 0.00% 50.00% 47.14% 0.00 1.330 0.01 3.13	5 5 326 74843:11 40:28	12 14 12 530 1,806	83.33% 35.71% 41.67% 61.51% 41:26 6:45	37.27% 47.92% 49.30% 48.66% 69:23 9:12	0.824874 -1.774824 -0.338062 -0.258166 -0.552509 -0.642441	-0.4985 -2.0790 2 -1.2055 -1.1569 3 -1.3359 -1.3905
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-7 GA-7 MR-5A MR-5A MR-5A MR-5A MR-5B MR-6B MR-6B MR-6C MR-6D MR-6D MR-6D	Gateway Availability - Repair Gateway Availability - Aspair System Availability - Aspair System Availability - Aspair System Availability - Aspair Timely Outage Resolution after Software Releases All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 1 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 All Troubles Cleared wil 4 Hours-Zone 2 Out of Service Gateway wil 4 Hours-Zone 2 Out of Service Gateway wil 4 Hours-Zone 2 Out of Service Gateway wil 4 Hours-Zone 2 Mean Time to Restore Interval Zone 1	RepairGUI FASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSI, COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSI, COMPATIBLE UNBUNDLED LOOP - ADSI, COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Diagnostic Parity	N/A	43,200 42,180 27,960 0 6 2 9 20 2 3 4 3:06 32:39 4:06 89:02 [2:351]	43,200 42,180 27,960 0 9 2 2 19 31 2 6 6 6 1 1 9 2	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 50.00% 3:06 3:38 2:03 4:41	47.85% 0.00% 50.00% 47.14% 0.00 1:30 0.01 3:13 4:01	5 5 5 326 74843:11 40:28	12 14 12 530 1,806 6	83.33% 35.71% 41.67% 61.51% 41:26 6:45	37.27% 47.92% 49.30% 48.66% 69:23 9:12	0.824874 -1.774824 -0.338062 -0.258166 -0.552509 -0.642441	4 -0.4985 4 -2.0790 2 -1.2055 5 -1.1569 9 -1.3359 -1.3905 3 -1.3621 2 -3.0052
August 2018	Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A MR-5A MR-6A MR-6B MR-6B MR-6B MR-6C MR-6D MR-6D MR-6D MR-6D	Gateway Availability - Repair System Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Mean Time to Restore Interval Zone 1	RepairGUI EASE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Enhanced Extended Loops - DST Capable Unbundled Loop - DST Capable Business Residence Enhanced Extended Loops - DST Capable UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Pitry Parity	N/A	43,200 42,180 27,960 0 6 2 9 9 20 2 3 4 3:06 32:39 4:06 89:02 123:51 489:47	43,200 42,180 27,960 0 9 2 19 31 2 6 6 6 6 1 1 9 2 2	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 66.67% 3:06 3:06 3:38 2:03 4:41 4:00 9:04	47.85% 0.00% 50.00% 47.14% 0.000 1.30 0.011 3.113 4.011 7.49	5 5 326 74843:11 40:28 42:54 89296:13	12 14 12 530 1,806 6	83.33% 35.71% 41.67% 61.51% 41:26 6:45	37.27% 47.92% 49.30% 48.66% 69.23 9:12 8:34 64.37 13.35	0.824874 -1.774824 -0.338062 -0.258166 -0.552509 -0.642441 -0.595633 -3.298412	4 -0.4985 4 -2.0790 2 -1.2055 5 -1.1569 9 -1.3359 1 -1.3905 8 -1.3621 2 -3.0052 8 -1.4670
August 2018	Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A MR-5A MR-5A MR-5B MR-5B MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	RepairGUI EASE LINEAU STANDARD STANDAR	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Parity	N/A	43,200 42,180 27,960 0 6 2 2 9 2 2 3 4 4 3.06 32-39 4.06 89.02 123.51 489.47 5:10	43,200 42,180 27,960 0 9 2 19 31 2 6 6 6 6 1 1 9 2 2	100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 50.00% 66.67% 3:06 3:38 2:03 4:41 4:00 9:04	47.85% 0.00% 50.00% 47.14% 0.00 1.30 0.01 3:13 4:01 7:49	5 5 326 74843:11 40:28 42:54 89296:13 136:39	12 14 12 530 1,806 6 7 7 2,325	83.33% 35.71% 41.67% 61.51% 41:26 6:45	37.27% 47.92% 49.30% 48.66% 69.23 9:12 8:34 64:37 13:35	0.824874 -1.774824 -0.38062 -0.288166 -0.552509 -0.642441 -0.595633 -3.288412 -0.768193	4 -0.4985 4 -2.0790 2 -1.2055 5 -1.1569 9 -1.3359 -1.3905 8 -1.3621 2 -3.0052 3 -1.4670 4 -1.606
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-3 GA-4 GA-7 MR-5A MR-5A MR-5A MR-5A MR-6B MR-6B MR-6B MR-6D	Gateway Availability - Repair System Availability - Repair System Availability - ASR Timely Obtage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	RepairGUI EASE UNBLINDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable UNBLINDLED LOOP - ADSL COMPATIBLE UNBLINDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Parity	N/A	43,200 42,189 27,960 0 6 2 9 20 20 3 4 3:06 32:39 4 4:06 89:02 123:51 489:47 65:10 24:28	43,200 42,180 27,960 0 9 2 19 31 2 6 6 6 6 1 1 9 2 2	100.0% 100.00% 100.00% 66.67% 47.37% 64.52% 100.00% 50.00% 66.67% 3.06 3.38 2.03 4.41 4.00 9.04 2.35 4.00 9.04	47.85% 0.00% 50.00% 47.14% 0.00 1:30 0.01 3:13 4:01 7.49 0.42 1.09	5 5 326 74843:11 40:28 42:54 89296:13 136:39 126:27	12 14 12 530 1,806 6 7 2,325 13	83.33% 35.71% 41.67% 61.51% 41:26 6:45 6:08 38:24 10:31 11:30	37.27% 47.92% 49.30% 48.66% 69.23 9:12 8:34 64:37 13:35	0.824874 -1.774824 -0.338062 -0.258166 -0.552509 -0.642441 -0.595633 -3.298412 -0.768133 -0.997784	4 -0.4985 4 -2.0790 2 -1.2055 5 -1.1569 9 -1.3359 -1.3905 8 -1.3621 2 -3.0052 4 -1.606 -1.7957
August 2018	Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Electronic Gateway Availability Maintenance and Repair	GA-3 GA-4 GA-7 GA-7 GA-7 GA-7 MR-SA MR-SA MR-SA MR-SA MR-SB MR-SB MR-SB MR-SD MR-GD MR-GE	Gateway Availability - Repair System Availability - ASR Timely Outage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 Out of Service cleared wid + Arbors-Xone 2 Out of Service cleared wid + Hours-Zone 2 Man Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	RepairGUI EASE UNBLINDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable UNBLINDLED LOOP - ADSL COMPATIBLE UNBLINDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity Diagnostic Diagnostic Parity	N/A	43,200 42,189 27,960 0 6 2 9 20 20 3 4 3:06 32:39 4 4:06 89:02 123:51 489:47 65:10 24:28	43,200 42,180 27,960 0 9 2 19 31 2 6 6 6 6 1 1 9 2 2	100.09% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 50.00% 50.00% 66.67% 3.36 2.03 4.441 4.00 9.04 2.35 4.05	47.85% 0.00% 50.00% 47.14% 0.00 0.01 3.13 4.01 7.49 0.42 1.109	5 5 326 74843:11 40:28 42:54 89296:13 136:39 126:27 22245:42	12 14 12 530 1,806 6 7 7 2,325 13 11	83.33% 35.71% 41.67% 61.51% 41:226 6:45 6:08 38:24 10:31 11:30 39:18	37.27% 47.92% 49.30% 48.66% 69.23 9.12 8.34 64.37 13.35 14.39 64.40	0.824874 -1.774824 -0.338062 -0.258166 -0.552509 -0.642441 -0.768193 -0.997784 -1.308899	-0.49851 -2.07901 -1.20552 -1.15695 -1.3359(-1.36211 -3.00526 -1.46702 -1.6066 -1.79575
August 2018	Electronic Gateway Availability Maintenance and Repair	GA-3 GA-4 GA-7 GA-7 GA-7 GA-7 MR-SA MR-SA MR-SA MR-SSA MR-SSB	Gateway Availability - Repair Gateway Availability - Repair System Availability - ASR Timely Outlage Resolution after Software Releases All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 1 All Troubles Cleared wid + Hours-Zone 2 Out of Service cleared wid + Hours-Zone 2 All Troubles Cleared wid + Hours-Zone 2 Mean Time to Restore-Disp wid MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	RepairGUI FASE ALL Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSI, COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Business Residence Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSI, COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - Analog Residence	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Party Diagnostic Party	N/A	43,200 42,189 27,980 0 6 6 2 9 9 20 2 3 4 4 3.06 89.02 12351 489.47 5.10 24.28 49.99 0 0	43,200 42,180 27,960 0 9 2 19 31 4 9 2 6 6 1 9 2 19 19 31 4 5 4 7	100.00% 100.00% 100.00% 66.67% 100.00% 47.37% 64.52% 100.00% 66.67% 3.06 3.38 2.03 4.41 4.00 9.04 4.05 7.07 0.00%	47.85% 0.00%, 50.00%, 47.14% 0.00 0.01 3.13 4.01 7.49 0.42 1.199 4.32 0.00%	5 5 326 74843:11 40:28 42:54 89296:13 136:39 126:27 22245:42	12 14 12 530 1,806 6 7 7 2,325 13 11 566 6	83.33% 35.71% 41.67% 61.51% 41:26 6:45 6:08 38.24 10:31 11:30 39:18	37.27% 47.92% 49.30% 48.66% 69.23 9:12 8:34 64:37 13:35 14:39 64:40	0.824874 -1.774824 -0.338062 -0.258166 -0.552509 -0.642441 -0.768193 -0.997784 -1.308899	4 -0.4985 4 -2.0790 5 -1.2055 6 -1.15696 9 -1.33596 -1.3621 2 -3.00526 4 -1.46706 6 -1.79576

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator			CTL-Q Standard Deviation		
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	-0.044139
ugust 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	-1.293356
ugust 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%	1	14	7.14%	25.75%	-0.3669	-1.223059
ugust 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	7.14%	25.75%	-0.568399	
ugust 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	. 7	0.00%	0.00%	69	656	10.52%	30.68%	-0.902297	
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	- 11		1.21%	10.92%	25	1,985	1.26%	11.15%	-0.11648	-1.07081
August 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	63,041	0.00%		0	51,091	0.00%			
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	46	2.17%	14.58%	2,739	260,938	1.05%	10.19%	0.293335	-0.821665
August 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0		0.00%		28	2,293	1.22%	10.98%	-1.59473	-1.969527
August 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1,337	0.15%	3.86%	0	915	0.00%			
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19		0.17%	4.09%	0	915	0.00%			
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	37		1.03%	10.09%	24	2,038	1.18%	10.79%	-0.499121	
August 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0				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%	9.13%	-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%						-2.914373
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%						-2.928304
August 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	18		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	-1.616999
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	-1.010572
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	-1.384506
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57		87.69%							
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	16		10010070	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	14	100.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	9	12	75.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	3	3	100.00%							
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	4	4	100.00%							
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	104	49	2.12							
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40	8	5.00							
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	72	16	4.50							
August 2018	Ordering and Provisioning	OP-4F	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	6	. 2	3.00							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	75	15								
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	8		100.00%	0.00%		
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	87	91	95.60%	20.50%	8		100.00%	0.00%	-0.553356	-1.336417
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24		100.00%	0.00%	4	4	100.00%	0.00%	0.000000	1.000411
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	30		93.75%	24.21%	1,498	1,592	94.10%	23.57%	-0.186722	-1.113519
August 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	761		99.61%	24.21/0	1,400	1,552	54.1076	23.37 /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		0.28							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61		0.20							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89		0.92							
August 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59		0.47							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL		N/A	846.46		0.54							
August 2016 August 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scrieduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic Diagnostic	N/A	491.52		0.54							
August 2018 August 2018		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE		N/A	491.52 97.84		0.41							
	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	589.36		0.49							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A N/A	1244 14									
August 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A N/A	1244.14		0.83							
August 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 N/A	231.60		0.16							
August 2018					Diagnostic			.,	0.00							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75		0.88							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00		1.15							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75		2.71							
August 2018	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A N/A	434.59 142.76		0.97							
August 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)		Diagnostic				0.32							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35		1.29							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89		0.39							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86		0.33							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75		1.05							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00		0.10							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48		0.51							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95		1.28							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43		1.15							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11		0.41							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	38560.40		19.65							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39245.51		23.59							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18		1.66							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	9.00	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								
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		2.80							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12		3.46							
August 2018				INP		N/A	1,916		78.24%						-	
August 2018 August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	IN/A	1.916									
	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	1,916		58.93%					-		

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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
ugust 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,916	1,979								
ugust 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33									
igust 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	297	299								
gust 2018 gust 2018	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Product Aggregate Resale Aggregate	Diagnostic Benchmark	N/A 95.00%	534:07	252								
igust 2018	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	299									
gust 2018	Pre-Ordering Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1.699	1.699								
gust 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12									
gust 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	102	102	100.00%							
ugust 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	454	454	100.00%							
ugust 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	22	22	100.00%							
ugust 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	12	25.00%	43.30%	3	56	5.369	% 22.52%	-2.742359	-2.6672
uly 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,651	1,651	100.00%							
uly 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	914,133	914,583	99.95%							
uly 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,045	4,045								
uly 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,803	1,803	100.00%	0.00%	51,281	52,102	98.429	% 12.45%	-5.282067	-4.2112
uly 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,045	4,045	99.99%							
uly 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,960,887	4,670,943	1.06							
ıly 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1855.55	21,243								
ıly 2018	Electronic Gateway Availability	GA-1 GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060								
ıly 2018	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
ıly 2018 ıly 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-1 GA-3	Gateway Availability - LSR Gateway Availability - Repair	XML ERTA	Diagnostic Diagnostic	N/A N/A	30,060 42,900	30,060 42.900								
uly 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820								
uly 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	FASE	Diagnostic	N/A	26,880	26,880								
uly 2018 uly 2018	Electronic Gateway Availability	GA-4 GA-7	System Availability - ASK Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A N/A	20,680	20,880	100.00%					+		
uly 2018 uly 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	0.009	% 0.00%		
ıly 2018 ıly 2018	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	10	0.010010	40.0976	0		0.007	0.00%		
uly 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						_		
uly 2018	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19		00.0070	34.32%	2	3	66.679	% 47.14%	-0.678903	-1.4127
uly 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6			0.00%	9	12			-1.154701	
uly 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%						
uly 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	7	10	70.009	% 45.83%	-0.845154	-1.5138
uly 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	11	11	100.00%	0.00%	282	467	60.399	% 48.91%	-2.65523	-2.6142
uly 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	0	2	0.00%	0.00%	1,309	2,766	47.329	% 49.93%	0.58957	-0.6415
uly 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			0.762101	-0.5366
ıly 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	42:1	6 39:22	-1.011154	-1.6147
uly 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	39:38	9		3:19	11:46	1	11:4	0:00		
uly 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39:57	10		1:41						
uly 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	10111	8:41						
uly 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	69:18	22		2:12	12:11	2	6:0		-0.496288	-1.30172 -3.85954
uly 2018	Maintenance and Repair	MR-6D MR-6E	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A N/A	243:41	34	7:10 1:49	7:39	76948:26	2,125			-4.703534	
luly 2018	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity			6	11.10	1:18	27:18	10	2:4	1:37	-1.095367	-1.66593
luly 2018 luly 2018	Maintenance and Repair Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	3:13 5:34	1	3:13 2-47	0:00	23-21		2-3	6 1:40	0.01504	-0.99085
uly 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	26:06	_	13:03	14:11	24254:22	612			-0.987911	-1.6006
uly 2016 uly 2018	Maintenance and Repair	MR-7A	Renair Reneat Rort Rate-Disp w/l MSA	SUB-LOOP LINBUNDLING	Parity	N/A	20.00	2		50.00%	24254.22	012	39.3	3 37.59	-0.967911	-1.00000
uly 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	13.399	% 34.06%	-0.392874	-1.2388
uly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	9		31.43%	0	3			-0.67449	
uly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	10		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%						
uly 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	0.009	% 0.00%	-0.197446	-1.1200
luly 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	13.289	% 33.94%	-1.263096	-1.7679
luly 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	41.679	% 49.30%	-1.690309	-2.0276
uly 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
uly 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.0070	0.00%	5	12			-1.106567	-1.6727
uly 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	14.549	% 35.25%	-0.582595	-1.3541
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15			12.52%	13	2,007			2.981493	0.8126
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	64,168		0.39%	0	51,355				
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	47		14.43%	2,681	263,504			0.301016	
uly 2018	Maintenance and Repair	MR-8 MR-8	Trouble reale	SUB-LOOP UNBUNDLING	Parity	N/A	2	226		9.37%	15	2,316			0.114556	-0.9303
ıly 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	10	1,374		8.50%	0	921	0.009			
ıly 2018	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	6	11,481	0.05%	2.29% 8.02%	0	921 2.064	0.009		0.081707	-0.9503
uly 2018 uly 2018	Maintenance and Repair Maintenance and Renair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity	N/A N/A	24	3,706		8.02%	13	2,064	0.639		-0.081707	
uly 2018 uly 2018	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate Trouble Rate	Unbundled Loop - XDSLi Unbundled Loop Analog	Parity	N/A N/A	36	19.340	0.0070	4.31%	3,259	2,307	0.659		-0.301779 -9.46497	-1.1834
uly 2018 uly 2018	Maintenance and Repair Maintenance and Repair	MR-8 MR-9B	Repair Appointments Met-Disp out MSA	Unbundled Loop Analog Residence	Parity	N/A N/A	36	19,340	100.00%	4.31% 0.00%	3,259 512	401,779			-9.46497 -0.350476	
uly 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	- 1	30,936		0.04%	312	5/5	00.047	31.23%	0.550476	-2.9911
ıly 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13.015		0.14%						-2.9666
ly 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14			0.14/0						2.0000
ly 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,015						_		
ly 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	6	2								
ly 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	555	557	99.649	% 5.98%	-0.059976	-1.0364
ıly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1						1		
ıly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	45	53	84.91%							
ly 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	100.009	% 0.00%		
ly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45	47	95.74%							
ly 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	15	16	93.75%							
ly 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0	1	0.00%							
ıly 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
uly 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	90									
uly 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	16	_	3.20							
ulv 2018	Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	255		0.0.							
			Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	18	3	6.00							

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator CL	EC Denominator		EC Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
July 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	7	3	2.33							
July 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	0	1	0.00%	0.00%	1,443	1,578	91.44%	27.97%	1.364975	
July 2018 July 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 N/A	68	71 18	95.77%	20.12%	17	17	100.00%	0.00%	-1.398042	-1.84994
July 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	50	51	98.04%	13.86%	1.256	1.341	93.66%	24.37%	-1.259381	-1.76564
July 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	4 041	4 051	99.75%	13.0076	1,230	1,041	83.0078	24.37 /6	-1.238301	-1.70304
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6428.73	19.481	0.33							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16785.60	12.912	1.30							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23214.33	19,481	1.19							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4091.07	4,929	0.83							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.07	4,929	0.94							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	927.57	1,893	0.49							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1439.94	1,398	1.03							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2367.51	1,893	1.25							
July 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3075.82	3,751	0.82							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5406.80	3,862	1.40							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8482.62	3,751	2.26							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8379.72	7,759	1.08							
July 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6597.55	5,737	1.15							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14977.27	7,759	1.93							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A	2640.37 658.35	1,153	2.29 0.55							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	14071	3298.72	1,197	2.86							
July 2018 July 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic Diagnostic	N/A N/A	3298.72 4044.30	1,153 6,630	2.86 0.61							
July 2018 July 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4044.30 8474.76	13.452	0.61							
July 2018 July 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A N/A	12519.06	13,452	1.63							
July 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	142.32	1,186	0.12							
July 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	892.86	1,100	0.12							
July 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1199.25	975	1.23							
July 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2234.43	1,941	1.15							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2125.53	3,729	0.57							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55510.51	2,917	19.03							
July 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	57636.04	3,729	15.46							
July 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8186.34	4,902	1.67							
July 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							
July 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							
July 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							
July 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							
July 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							
July 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							
July 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A N/A	3950.10 5909.04	3,591	1.10							
July 2018	Pre-Ordering	PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	XML Request/Response	Diagnostic		5909.04 1,812	1,698 2,277	79.58%							
July 2018 July 2018	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic Diagnostic	N/A N/A	1,812	2,277	79.58% 65.31%							
July 2018	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	268	343	78.13%							
July 2018	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	I NP	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%							
July 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	257	257	100.00%							
July 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,638	1,638	100.00%							
July 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
July 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	139	139	100.00%							
July 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	395	396	99.75%							
July 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
July 2018	Pre-Ordering	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%	13.61%	-0.130927	-1.07959
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 BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A N/A	4,280 2.013	4,280 2.014	100.00%	2.23%	77.284	78.701	98.20%	13.30%	-5.834961	-4.54740
June 2018	Billing Billing	BI-4A BI-4B	UNEs and Resale Aggregate Reciprocal Compensation (MOUI):	UNEs and Resale Aggregate Reciprocal Compensation	Parity	N/A N/A	2,013 4,280	2,014 4.280	99.95%	2.23%	77,284	78,701	98.20%	13.30%	-5.834961	-4.54740
	Billing	BI-4B CP-2C		Reciprocal Compensation	Diagnostic	N/A N/A	4,280	4,280								
June 2018 June 2018	Collocation Database Updates	DB-1B	Collocations with Intervals Longer than 120 Days	LIDB	Diagnostic Diagnostic	N/A N/A	4.242.133	4,119,370	100.00%							
June 2018 June 2018	Database Updates Database Updates	DB-1B DB-1C-1	All	Directory Listing	Diagnostic	N/A	4,242,133	4,119,370	0.09							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29.340	22,009	100.00%							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR 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%	48.41%	-0.326599	-1.19855
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 wii 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%	49.69%	-0.320713	-1.1949
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	65.00%	47.70%	-1.339728	-1.81449
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 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%	46.48%	-0.537519	
June 2018		MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3	66.67%	47.14%	336	481	69.85%	45.89%	-0.413387	-1.25132

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator C	CLEC Denominator								
une 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	61.72%	48.61%	0.297647	-0.8190
une 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	92:08	1	92:08	0:00	62158:17	2,124	29:16	75:53	1.684941	0.02437
une 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	4:17	2:20	-0.672676	-1.40895
une 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						
une 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20:41	9	2:18	1:54						
June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	84:14	21	4:01	3:05	31:48	7	4:33	2:14	-0.543847	-1.33063
June 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	251:04	51	4:55	4:18	63392:37	2,225	28:29	74:18	-2.239989	-2.3618
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:43	4	2:41	1:11	96:10	17	5:39	6:00	-0.892192	-1.5424
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	11:45	1	11:45	0:00						
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12:38	1	12:38	0:00						
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13:19	3	4:26	3:43	86:11	16	5:23	6:06	-0.247109	-1.15023
June 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	51:39	9	5:44	2:46	27039:48	624	43:20	288:45	-0.387794	-1.23576
June 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
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%	30.00%	0	
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%						
June 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	10.00%	30.00%	-0.286894	-1.17441
June 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	11.06%	31.36%	-0.008907	-1.00541
June 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%	47.70%	-0.38278	-1.2327
June 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
June 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
June 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	7	20	35.00%	47.70%	-1.185193	-1.72054
June 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	9	0.00%	0.00%	105	727	14.44%	35.15%	-1.225036	-1.74476
June 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	1.38%	11.69%	0.167144	-0.89838
June 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	64,480	0.00%	0.39%	0	51,482	0.00%			
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%		2,772	266,270	1.04%	10.15%	-0.717903	-1.43645
June 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	228	0.44%	6.61%	30	2,320	1.29%	11.30%	-1.089775	-1.66253
June 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1,398	0.36%	5.97%	0	924	0.00%			
June 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%			
June 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%	11.56%	-2.271433	-2.38093
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	14	0.00%		30	2,311	1.30%	11.32%	-0.42781	-1.2600
June 2018	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%	9.07%	-7.856982	-5.77670
June 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	31,248	0.00%	0.03%	0,007	400,700	0.0070	0.0770	7.000002	-2.99175
June 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	- 1	13.015	0.00%	0.22%						-2.96763
June 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	31,320	0.01%	0.2270						-2.5070
June 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q Failure Hold Wo TGSR excl	LIS Trunk	Diagnostic	N/A	- 1	13.015	0.01%							
June 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	13,013	4.00	0.00						
June 2018		OP-15A				N/A	4	1	100.00%	0.00%						
	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Enhanced Extended Loops - DS1 Capable	Parity Benchmark	90.00%	1	1	100.00%	0.00%						
June 2018							2	2								
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 OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A 90.00%	23	31	74.19%	43.76%						
June 2018	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark		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	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	14	14	100.00%	0.00%						
June 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	274	73	3.75							
June 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	62	16	3.88							
June 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	70	14	5.00							
June 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	3	1	3.00							
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	117	124	94.35%	23.08%	4	4	100.00%	0.00%	-0.828637	-1.50377
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	45	45	100.00%	0.00%						
June 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	15	15	100.00%	0.00%	1,448	1,545	93.72%	24.26%	-0.997583	-1.60648
June 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,736	4,738	99.96%							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6620.14	19,471	0.34							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16811.23	12,833	1.31							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23431.37	19,471	1.20							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3989.25	4,925	0.81							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4602.44	4,925	0.93							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	930.51	1,899	0.49							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1421.88	1,394	1.02							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2352.39	1,899	1.24							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3035.07	3,747	0.81							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5787.00	3.858	1.50							
June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8822.07	3,747	2.35							
June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8293.57	7.751	1.07				-			
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6424.32	5,736	1.12							
June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14717.89	7.751	1.90				-			
June 2018 June 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 N/A	14/1/.89	1,148	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	1,198	0.54							
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL		N/A N/Δ	3275.84	1,198	2.85							
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic Diagnostic	N/A N/A	3275.84 4041.25	1,148	2.85 0.61							
June 2018 June 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	4041.25 8739.25	13 445	0.61							
		PO-1-IMA GUI		TOTAL		N/A N/A	8739.25 12780.50	13,445	1.93							
June 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic											
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	163.24	1,166	0.14							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	833.77	1,939	0.43							
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							
	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																
June 2018 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							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator CLE	C Denominator	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
lune 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66562.56	6,848	9.72							
ine 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24369.40	6,413	3.80							
ine 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48550.32	3,549	13.68							
ine 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4253.90	826	5.15							
une 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18129.60	5,036	3.60							
une 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							
une 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5878.18	1,694	3.47							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,799	2,321	77.51%							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19	36	52.78%							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	291	383	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	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19	20	95.00%							
June 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	291	293	99.32%							
June 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	535:23	259	2:04							
June 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	19	19	100.00%							
June 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	282	282	100.00%							
June 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1.625	1.625	100.00%							
June 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	8	100.00%							_
June 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	133	133	100.00%							_
June 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	425	426	99.77%							_
June 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
June 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	10	0.00%	0.00%	5	48	10.429	6 30.55%	0.322088	8 -0.804
May 2018	Billing	RL2	Invoices Delivered within 10 Days	ΔII	Parity by Design	N/A	1,796	1,797	99.94%	0.0070		40	10.427	00.0070	0.022000	0.004
May 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,040,776	1,041,011	99.98%							_
May 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,751	4,751	100.00%							-
May 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,205	2,206	99.95%	2.13%	48.857	51.128	95.56%	6 20.60%	-9.813417	7 -6.966
May 2018 May 2018	Billing	BI-4A BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A N/A	2,205	2,20b 4 751	99.95%	2.13%	40,007	31,128	90.06%	20.00%	-9.01341/	-0.900
May 2018 May 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,308,660	3.229.571	1.02							-
May 2018	Database Updates Database Undates	DB-1B DB-1C-1	ΔII	Directory Listing		N/A N/A	2199.74	3,229,571	0.10					_		-
May 2018 May 2018	Electronic Gateway Availability	DB-1C-1 GA-1	All Gateway Availability - LSR	IMAGUI	Diagnostic	N/A N/A	2199.74 30,600	22,965 30,600	100.00%							-
		GA-1		SIA	Diagnostic											-
May 2018	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic	N/A	30,600	30,600	100.00%							-
May 2018 May 2018	Electronic Gateway Availability	GA-1 GA-3	Gateway Availability - LSR	XML EBTA	Diagnostic	N/A N/A	30,600 43,200	30,600	100.00%							-
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair		Diagnostic	N/A N/A		43,200	100.00%							
May 2018	Electronic Gateway Availability	0	Gateway Availability - Repair	RepairGUI	Diagnostic		42,180	42,180								
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%	6 48.99%	-0.243975	5 -1.148
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 wii 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	28	67.86%	46.70%	3	6	50.00%		-0.793884	
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			-0.264741	
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			-0.267259	
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			-1.51462	
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			-0.294021	
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		-0.221807	
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			-0.30057	
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	2 27:43	-0.189395	
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	0 11:51	-0.725277	7 -1.440
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:46	1	0:46	0:00						
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	24:38	6	4:06	1:38						
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	169:15	19	8:54	9:37						
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	102:31	28	3:40	2:32	55:59	6	9:20	0 11:13	-1.122737	7 -1.682
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	158:38	32	4:57	4:43	58972:59	2,145			-4.475007	
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6:56	2	3:28	1:19	32:42	10	3:16	6 1:54	0.321278	-0.804
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18:53	5	3:47	2:09	32:42	10			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	6 27:27	-2.241938	8 -2.363
May 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	187	1,800	10.39%	6 30.51%	-0.340395	
May 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	5	40.00%	6 48.99%	-0.745356	6 -1.4531
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%		-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%	6 47.14%	-0.866025	5 -1.526
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%	6 47.14%	-0.045229	9 -1.027
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%	6 30.61%	-1.347674	4 -1.819
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%	6 47.14%	-0.92582	2 -1.5628
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%	6 47.14%	-0.531369	9 -1.323
May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	7	0.00%	0.00%	103	829			-0.99237	
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	988	0.40%	6.35%	17	2,037	0.83%		-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			-0.153302	
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%		0.307822	
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	230	0.87%	9.28%	18	2.339	0.77%		-0.116328	
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				1
May 2018 May 2018		MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	11.825	0.42%	4.01%	0	932	0.007			_
May 2018	Maintenance and Renair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	33	3.834	0.10%	9.24%	18	2 089			-0.003726	6 -1.002
May 2018 May 2018	Maintenance and Repair			Unbundled Loop - XDSLi	Parity	N/A	0	3,634	0.00%	0.2470	18	2,089	0.77%		-0.340639	
May 2018 May 2018 May 2018	Maintenance and Repair		Trouble Rate				· ·	19.780	0.00%	4.44%	10					
May 2018 May 2018 May 2018 May 2018	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A	20				2.250	400 404				
May 2018 May 2018 May 2018 May 2018 May 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	39	19,780			3,256	409,401	0.80%		-9.249876	
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-8 MR-8 MR-9A	Trouble Rate Repair Appointments Met-Disp w/l MSA	Unbundled Loop Analog Residence	Parity	N/A	1	1	100.00%	0.00%	3,256 1,605	409,401 1,800	0.80% 89.17%		-9.249876 -0.348465	5 -1.211
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Meintenance and Repair Network Performance	MR-8 MR-8 MR-9A NI-1A	Trouble Rate Repair Appointments Met-Disp w/l MSA Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog Residence LIS Trunk	Parity Parity	N/A N/A	39 1 2	1 31,656	100.00% 0.01%	0.00% 0.06%						-1.211
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Network Performance Network Performance	MR-8 MR-8 MR-9A NI-1A	Trouble Rate Repair Appointments Met-Disp wll MSA Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl Trunk Blockage to CTL-O End Ofc wi TGSR excl	Unbundled Loop Analog Residence LIS Trunk LIS Trunk	Parity Parity Parity	N/A N/A N/A	1	1 31,656 13,015	100.00% 0.01% 0.01%	0.00%						5 -1.211
May 2018 May 2018 May 2018 May 2018 May 2018 May 2018 May 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Meintenance and Repair Network Performance	MR-8 MR-8 MR-9A NI-1A	Trouble Rate Repair Appointments Met-Disp w/l MSA Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog Residence LIS Trunk	Parity Parity	N/A N/A	1	1 31,656	100.00% 0.01%	0.00% 0.06%						5 -1.211 -2.981

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
May 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6	100.00%	0.00%						
May 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2								
May 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	660	661	99.85%	3.89%	-0.038896	-1.023647
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00% N/A	2	2		0.00%						
May 2018 May 2018	Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas Interval Zone 1 Areas	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A 90.00%	65	3		0.00%	1	1	100.00%	0.00%		
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Parity	90.00% N/A	41			36.96%	0	4	0.00%	0.00%		
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	17			30.90%	0		0.00%	0.00%		
May 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2									
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								
May 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	2	1.50							
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5		5.00	0.00						
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	108		0.00							
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	86									
May 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	126	27								
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 OP-5A	Interval Zone 2 Areas	Unbundled Loop Analog LIS Trunk	Benchmark	6.00 N/A	5	1	5.00	0.00%			100.00%	6 0.00%		
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality	LIS Trunk Residence	Parity Parity	N/A N/A	4	4	100.00%	0.00%	1.629	1,791	100.00%		-0.315265	-1.19166
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	1,029	1,791	50.00%		-0.315265	-1.607957
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	80	81		11.04%	- '	2	30.00%	50.00%	-1	-1.607957
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	50			0.00%	1	2	50.00%	50.00%	-1.38675	-1.843084
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	28			18.25%	1,384	1,479	93.58%	24.52%	-0.64715	
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									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12,830	1.30							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23490.70	19,462	1.21							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3934.40									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4619.35									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	946.00	1,892	0.50							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1404.91	1,391	1.01							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2350.91	1,892								
May 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST RESPONSE	Diagnostic	N/A N/A	3068.44 6548.40									
May 2018		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A N/A	6548.40 9616.84	3,852 3,742								
May 2018 May 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	9616.84 8209.70									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic Diagnostic	N/A N/A	6303.00	5,730	1.06							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14512.70									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2592.34	1,142								
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	621.40									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3213.74	1,142	2.81							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4105.02	6,621	0.62							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8600.96	13,439	0.64							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12705.98	6,621	1.92							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	174.45									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	813.54									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1249.30									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2237.29	1,937	1.16							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2208.60	3,681	0.60							
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55215.06		19.02							
May 2018 May 2018	Pre-Ordering	PO-1-IMA GUI PO-1-XMI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A N/A	57423.66 8142.30	3,681 4,905	15.60 1.66							
May 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A	8142.30	4,905	1.66							
May 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	66699.75									
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25006.80	6.412	011.0							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48558.43		13.69							
May 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							
May 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							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3582.00		1.00							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5854.32									
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,831	2,365								
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19									
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	298		00.0070							
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,831	1,874								
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19									
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	298		98.68%							
May 2018 May 2018	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic Benchmark	N/A 95.00%	460:30									
May 2018 May 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	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark Benchmark	95.00%	300	10								
May 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1,662		100.00%							
May 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,002	1,002	100.00%							
May 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	206									
May 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	450	450	100.00%							
May 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
May 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14	100.00%							
May 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	15	0.00%	0.00%	5	38	13.16%	33.80%	0.934931	-0.43160
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,486	1,487	99.93%							
April 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	919,754	919,754	100.00%							
April 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	5,203									
April 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,147	2,150		3.73%	49,239	49,590	99.29%	8.38%	-3.07711	-2.87075
April 2018	Billing Database Updates	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,203	0,000	99.99%							
April 2018		DB-1B		LIDB	Diagnostic	N/A	2,700,581	2.637.971	1.02							

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 Scon
April 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2482.63	24,195	0.10							
pril 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980									
pril 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
oril 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML FBTA	Diagnostic	N/A N/A	28,980 41,460	28,980 41,460	100.00%				_			
pril 2018 pril 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-3	Gateway Availability - Repair Gateway Availability - Repair	RepairGUI	Diagnostic Diagnostic	N/A N/A	41,460	,								
pril 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	FASE	Diagnostic	N/A	25,800		100.00%							
pril 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	25,000	25,800	100.00%							
pril 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2		33.33%	47.14%	7	15	46.67%	6 49.89%	0.058236	-0.964
pril 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%	47.1470	,	10	40.07 /	40.0070	0.030230	-0.304
pril 2018	Maintenance and Repair	MR-5A	All Troubles Cleared Wi 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	3	66.67%							
pril 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	33		48.10%	7	14	50.00%	6 50.00%	-0.855068	-1.519
pril 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	3	9			-1.341641	-1.81
pril 2018	Maintenance and Repair	MR-5B	All Troubles Cleared wii 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
pril 2018	Maintenance and Repair	MR-5B	All Troubles Cleared wii 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	4	10	40.00%	6 48.99%	-1.207615	-1.734
pril 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	6		37.27%	461	624			-0.524693	
pril 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%	2,027	3,191	63.52%	6 48.14%	-0.244739	-1.148
pril 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	-1.031
pril 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	-0.181
pril 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	-1.569
pril 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	28:06	6	4:41	1:51	67:28	15	4:30	0 4:22	0.199336	-0.878
pril 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:56	2	2:58	1:14						
pril 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9:44	3	3:15	2:57						
pril 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	130:56	33	3:58	2:43	64:22	14	4:36	6 4:30	-0.438124	-1.266
pril 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	208:36	40	5:13	3:29	70618:49	2,586	27:18	8 54:41	-2.535783	-2.541
pril 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:22	1	2:22	0:00	48:06	9	5:21	1 2:55	-0.969965	-1.589
pril 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	5:56		5:56	0:00						
pril 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:23	4	4:21	4:04	51:05	10	5:06	6 2:51	-0.452933	-1.27
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			0.398855	-0.75
pril 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	11.019	6 31.30%	-0.351666	-1.213
pril 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	4				
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%			
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%	1	16	6.25%	6 24.21%	-0.53936	-1.327
pril 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.0070	0.00%						
pril 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	3	0.00%	0.00%						
pril 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	33	0.0070	28.75%	1	16	0.207		-0.266691	-1.162
pril 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	5	40		33.07%	323	2,904			0.08737	-0.946
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%	6 0.00%		
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4		50.00%	0	10			1.506776	
pril 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	9	0.00%	0.00%	62	618			-0.994581	-1.604
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	1,020	0.69%	8.26%	24	2,068			-1.157348	-1.703
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	65,968	0.00%	0.39%	0	52,370				
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49		14.14%	2,777	271,635			0.26454	-0.839
April 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	235	0.0070	9.19%	26	2,367			-0.34701	-1.210
April 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1,466	0.14%	3.69%	0	944				
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	37	12,017	0.02%	1.58%	0	944				-1.386
pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A N/A			0.95%	9.71%	24	2,118			-0.634948	
pril 2018 pril 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity		0			4.050/	26	2,361			-0.420665	-6.542
	Maintenance and Repair	MR-9A	Trouble Rate	Unbundled Loop Analog	Parity	N/A	49	19,973	0.25%	4.95%	3,522	413,110			-9.116264	
pril 2018 pril 2018	Maintenance and Repair Network Performance	NI-1A	Repair Appointments Met-Disp w/I MSA Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Residence LIS Trunk	Parity	N/A N/A	11	32,712	100.00%	0.00%	1,810	2,098	86.27%	6 34.41%	-0.398798	-1.242 -2.894
pril 2018 pril 2018		NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc WITGSR excl	LIS Trunk	Parity	N/A N/A	11	13,015	0.04%	0.17%			_			-2.894
pril 2018 pril 2018	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc WITGSR excl	LIS Trunk	Parity	N/A N/A	11		0.02%	0.13%			_			-2.939
pril 2018 pril 2018	Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc Wo TGSR excl	LIS Trunk	Diagnostic Diagnostic	N/A N/A	11	13.015	0.04%							
pril 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded		N/A	448			0.00						
pril 2018	Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A	440	4	100.00%	0.00%						
pril 2018	Ordering and Provisioning	OP-18B-RD	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	9	2		0.00%						
pril 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	603	606	99.50%	6 7.02%	-0.070476	-1.042
oril 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	- 5	5		0.00%	4	4			5.57 547 6	1.042
oril 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57			3.00%	-	,	100.00%	3.0076		
oril 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	75			21.92%	5	5	100.00%	6 0.00%	-0.767808	-1.466
pril 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	22			25270	Ü			3.0070	2 2 000	
oril 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
oril 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	3	4	75.00%	6 43.30%	-0.755929	-1 459
pril 2018	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2	2.50							
pril 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	248	48								
pril 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	74	14	5.29							
oril 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	105									
ril 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5		5.00							
ril 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
ril 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%	6 0.00%		
ril 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%	6 28.90%	1.324958	-0.194
oril 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	9	9	100.00%	6 0.00%		
ril 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%	6 0.00%	-1.13317	-1.688
ril 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	80	83	96.39%	18.66%	9	9	100.00%	6 0.00%	-0.61782	-1.37
ril 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%	6 26.41%	-0.574884	-1.34
ril 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,939	1,941	99.90%							
ril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	7005.24	19,459	0.36							
oril 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							
pril 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		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	754.00	1.885	0.40							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1344.72	1,293	1.04							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2098.72	1,885	1.11							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3175.60	3,736	0.85							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7296.00	3,840	1.90							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10471.60	3,736	2.80							
pril 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	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.30	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							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2350.72	3,673	0.64							
pril 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54321.00	2,850	19.06							
pril 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							
pril 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8459.28	4,548	1.86							
pril 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66416.76	6,833	9.72							
pril 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24316.20	6,399	3.80							
oril 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							
pril 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							
pril 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	LNP	Diagnostic	N/A	1,952	2,415	80.83%							
pril 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	44	61.36%							
pril 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	372	75.81%							
pril 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,952	1,989								
pril 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	28	96.43%							
pril 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	285	98 95%							
pril 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	289:37	258	1:07							
pril 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27	100.00%							
pril 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	281	281	100.00%							
pril 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1.759	1.759	100.00%							
pril 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%				_			
pril 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	148	148	100.00%							
pril 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	402	403	99.75%				_			
April 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	INP	Benchmark	90.00%	102	100	100.00%				_			
April 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	39	39	100.00%							
April 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	4	14	28.57%	45.18%	2	32	6.25	% 24.21%	-2.877772	-2.7495
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1 789	1 789	100.00%	40.1076		32	0.23	24.217	-2.011112	-2.7400
March 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,012,587	1,012,607	100.00%							
farch 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3.642	3.642	100.00%							
March 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate		N/A	2,458	2,467	99.64%	6.03%	46.388	46,635	99.479	% 7.26%	-1.099225	-1.6682
March 2018	Billing	BI-4B			Parity	N/A	3,642	3.642	99.99%	0.03%	40,300	40,030	99.47	76 7.207	-1.099225	-1.0002
larch 2018	Database Updates	DB-1B	Reciprocal Compensation (MOU):	Reciprocal Compensation LIDB	Diagnostic	N/A N/A	7,152,455	7,069,660	1.01							
larch 2018		DB-1C-1	All		Diagnostic	N/A	3019.30		0.12							
larch 2018	Database Updates	GA-1	All	Directory Listing	Diagnostic		3019.30	24,249 30,420	100 00%							
larch 2018 larch 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A N/A	30,420	30,420 30.420	100.00%				_			
	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic											
larch 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%				_			
larch 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA Benefic CIII	Diagnostic	N/A	43,140	43,140	100.00%				_			
larch 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%				_			
larch 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%				_			
larch 2018 larch 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A N/A	0	0	40.00%	48.99%			100.009		104	0.450
	Maintenance and Repair	IVII C OV C	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity		2	5		48.99%	8		100.009	% 0.00%	1.812363	0.101
arch 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%				_			
larch 2018	Maintenance and Repair	IVII C OV C	All Troubles Cleared wi 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	11								
larch 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		100.009		1.978766	
larch 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	8	12	66.679	6 47.14%	-0.531369	-1.323
arch 2018	Maintenance and Repair	MR-5B	All Troubles Cleared wii 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						-
larch 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	8	12				
arch 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	405	515			0.295958	
arch 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	3	66.67%	47.14%	2,010	2,879			-0.412191	
arch 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				
arch 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		2,104				
arch 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				
arch 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					-0.241
arch 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	70:07	4		20:02	35:17	1				
arch 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	61:04	11	5:33	7:05	35:17	1	35:1			
arch 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	1.0			
rch 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	736:53	59	12:29	8:49	51138:51	2,212	23:0	7 26:13	-3.074089	-2.868
arch 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	6:1	5 5:42	-1.041287	-1.633
arch 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						
arch 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	6:1			
arch 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	37:21	4	9:20	8:00	17560:31	622	28:1	4 27:10	-1.386195	
larch 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	242	1,920	12.609	% 33.19%	-0.379663	-1.230
	Territoria de la compansión de la compan	MR-7A	Renair Reneat Rort Rate-Disp w/l MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	2	0.00%	0.00%	1	2	50.009	% 50.00%	-1	-1.607
arch 2018	Maintenance and Repair	IVIR-7A														

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator		C Standard Deviation CTL	-Q Numerator	CTL-Q Denominator			Modified Z Score	
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%	33.07%	-0.361202	-1.21959
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%	0	1	0.00%	0.00%		
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	11	9.09%	28.75%	0	1	0.00%	0.00%	-1.382994	-1.84080
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	37	16.22%	36.86%	1	8	12.50%	33.07%	-0.349684	-1.21259
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	59		21.97%	309	2,527	12.23%	32.76%	-1.655587	-2.0065
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	5	0.0000	0.00%	3	12	25.00%	43.30%	-1.084652	-1.6594
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	3	12	25.00%	43.30%	-1.213954	-1.7380
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.0000	0.00%	77	683	11.27%	31.63%	-0.710839	-1.4321
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%	9.94%	-0.110829	-1.0673
March 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%			
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	49	2.04%	14.14%	2,593	275,170	0.94%	9.66%	0.328469	-0.8003
March 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	3	234	1.28%	11.25%	20	2,300	0.87%	9.28%	0.36295	-0.7793
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	0.10%	3.24%	1.227847	-0.2535
March 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%	3.24%	-0.135287	-1.0822
March 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	0.83%	9.06%	1.226779	-0.2541
March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		20	2,294	0.87%	9.30%	-0.373827	-1.2272
March 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%	8.73%	-7.255604	-5.4110
March 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	-0.2832
March 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	8	33,072	0.03%	0.16%						-2.9247
March 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	4	13,015	0.03%	0.27%						-2.8995
March 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A		33.072	0.03%							
March 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	13,015	0.03%							
March 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	92		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		73.00	40.25						
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Parity	N/A N/A	365	5	73.00	0.00	37,293	197	189.30	245.28	-0.749492	-1.4556
March 2018 March 2018	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	5	1 5		0.00	37,293	197	189.30	245.28	-0.749492	-1.4556
		OP-15B-RD OP-15B-RD				N/A N/A	5	5	100.00%	0.00%	0.5	197	10.150	49.53%	0.7400:-	4.00.
March 2018	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity		1	1		0.00%	85	197	43.15%	49.53%	3.719016	1.2610
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									
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2			0.00%	2	2	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	62	62	100.00%							
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	84			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								
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 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%	3	3	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	9	9	100.00%							
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%						
March 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
March 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2	2.50							
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	111	39	2.85							
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	144	30	4.80							
March 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	97	20	4.85							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	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-4F	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	0.00	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		0.00%	3	3	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77	100.00%	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			10.00%	2	1	100.00%	0.00%	-1.88951	-2.148
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - DS1 Capable Unbundled Loop Analog		N/A	20		98.99%	28.75%	1,261	1,334	94.53%	22.74%	-1.88951	
		OP-8C			Parity	95.00%	5,478		99.85%	20./ 3%	1,201	1,334	94.53%	22.7476	0.393009	-0.7593
March 2018 March 2018	Ordering and Provisioning	PO-1-IMA GIII	Number Portability Timeliness without Loop Coord	LNP REQUEST	Benchmark		5,478	5,486 19,455	99.85%							
	Pre-Ordering	10111111001	Pre-Order Response Times (Address Validation)		Diagnostic	N/A										
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16426.24	12,833	1.28							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23235.49		1.19							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.92	4,906	0.82							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.58	4,906	0.94							
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		1.05							
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		0.85							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7282.70		1.90							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10454.05	3,731	2.80							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8421.34	7,726	1.09							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6271.10	5,701	1.10							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14692.44	7,726	1.90							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2538.69	1,099	2.31							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	645.15	1,173	0.55							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3183.84	1,099	2.90							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4154.22	6,594	0.63							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8595.20	13,430	0.64		-					
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12749.42	6,594	1.93						$\overline{}$	
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	214.32		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 March 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A N/A	1241.60		1.28		-					
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL		N/A N/A	1241.60	1,921	1.28		-					
	-				Diagnostic											
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2384.85		0.65							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53797.20	2,824	19.05							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56182.05	3,669	15.31							
March 2018		PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8235.36	4,902	1.68							
March 2018	Pre-Ordering															
March 2018 March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8400.85	4,541	1.85							
March 2018		PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	8400.85 66387.79 23661.50	6,823	1.85 9.73 3.70							

	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 S
arch 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48345.00	3,516	13.75							
arch 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4191.21	817	5.13							
arch 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18115.20	5,032	3.60							
rch 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3353.90	3,049	1.10							
rch 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5788.58	1,673	3.46							
arch 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,008	2,529	79.40%							
	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	49								
	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	305	456	66.89%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	I NP	Diagnostic	N/A	2,008	2,041	98.38%							
		PO-2B				N/A	2,000	2,041								
arch 2018 arch 2018	Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	305	308						_		
	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic			308								
	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	17:51	1	17:51							
	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	457:36	313								
	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	26	26								
rch 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	296	296	100.00%							
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,845	1,845	100.00%							
arch 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							
	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	226	226	100.00%							
	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	INP	Benchmark	90.00%	466	466	100.00%							
	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	INP	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								
arch 2018			Unbundled Loops				14	14	37.50%	48.41%			11.36%	6 31.74%	-2.142645	-2.
	Pre-Ordering	PO-9B		Unbundled Loops and Number Portability	Parity	N/A	3	8		48.41%	5	44	11.36%	31.74%	-2.142645	-2.
	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,458	1,461	99.79%							
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,077,152	1,077,630	99.96%							
bruary 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,812	3,812	100.00%							
	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,592	2,596	99.85%	3.92%	50,051	50,426	99.26%	6 8.59%	-3.409788	-3.
ruary 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,812	3,812	100.00%							
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,051,911	3,014,074								
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2677.89	23.106	0.12							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27 360	27,360	100.00%							
,	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
bruary 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
oruary 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
ruary 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ruary 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	5	60.00%	48.99%	9	9	100.00%	6 0.00%	1.227113	-0
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%							-
	Maintenance and Repair	MR-5A	All Troubles Cleared wir 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	- 5	12								
		MR-5A				N/A	18			48.99%			100.00%	6 0.00%	2.011876	0.
	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity		18	30			9	9				
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	00.0070	40.00%	11	12				
oruary 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	10	11	90.91%	6 28.75%	-0.302765	
bruary 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	427	621	68.76%	6 46.35%	-0.951708	-1.
bruary 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,030	3,502	57.97%	6 49.36%	-0.85142	-1.5
bruary 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	4:01	1	4:01	0:00	34358:03	718	47:51	1 68:33	-0.639093	-1.
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:21	5	3:16	0:58	10:15	4	2:34	4 0:40	0.834499	-0.
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11:01	3		1:23						
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	106:38	-		12:20				_		
,								12								
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	175:18	30		7:43	10:15	4	2:34			-0
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	810:57	58		8:17	95869:46	2,713				_
ruary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11:28	5	2:18	2:05	31:56	11	2:54	4 1:04	-1.06711	-1
ruary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:56	1	2:56	0:00	28:34	10	2:51	1 1:06	-0.426148	-
ruary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	51:47	4	12:57	9:02	34630:45	742	46:40	0 67:58	-0.98971	-1
	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	01.47	- 1	0.00%	0.00%	0	2				
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Jose out wish	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1		20.00%	40.00%	0	10			0.430727	-0
		MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A N/A	1	5		40.00%	0	10	0.00%	0.00%	0.430727	-(
	Maintenance and Repair				Parity		0	3								
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	12		27.64%						
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	30		44.22%	0	10			1.43176	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58	0.0010	25.34%	338	2,980				
ruary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	4	12	33.33%			
ruary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	4	12	33.33%	6 47.14%	-0.679366	-1
ruary 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	72	774	9.30%	6 29.05%	-0.638864	-1
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1,055		9.69%	21	2,012			-0.24817	
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	68.608	0.00%	2.2270	0	53,794			5.2.511	
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	48			3,072	278,613			-0.731477	-1
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP LINBUNDLING		N/A	0	232	0.00%	6 55%	3,072	2,310			-0.779402	
	Maintenance and Repair Maintenance and Repair		Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	1	1.523	0.43%	6.55% 4.43%	22	2,310			-0.779402	-1
		MR-8			Parity		3				0					
	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	0.000			
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	31	3,901	0.79%	8.88%	20	2,065			-0.652307	1 -
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		22	2,304	0.95%	6 9.72%	-0.391391	-
	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%	6 9.47%	-8.856594	-
uary 2018	Maintenance and Repair	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	- 1	32,448	0.00%	0.04%						- 3
uary 2018 uary 2018	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12.967	0.00%	0.09%						-
ruary 2018 ruary 2018 ruary 2018		NI-1B		LIS Trunk	Diagnostic	N/A	14	33,000	0.01%	0.0076						
ruary 2018 ruary 2018 ruary 2018 ruary 2018	Network Performance Network Performance		Trunk Blockage to CTL O Tandom Ofe wie TGSP evel				14									
ruary 2018 ruary 2018 ruary 2018 ruary 2018 ruary 2018	Network Performance Network Performance Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl			N/A	1	12,967	0.01%							
ruary 2018 ruary 2018 ruary 2018 ruary 2018 ruary 2018 ruary 2018	Network Performance Network Performance Network Performance Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic											
ruary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	NI-1C NI-1D OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date	LIS Trunk Sub-Loop Unbundling	Diagnostic	N/A	56	1	56.00							
ruary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning Ordering and Provisioning	NI-1C NI-1D OP-15A OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Parity	N/A	56 280	1 4	70.00	0.00						
ruary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning Ordering and Provisioning	NI-1C NI-1D OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Parity			4		0.00						
oruary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	NI-1C NI-1D OP-15A OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A		4	70.00							
oruary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	NI-1C NI-1D OP-15A OP-15A OP-15B-RD OP-3A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Dispatches within MSAs	LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Sub-Loop Unbundling	Diagnostic Parity Parity Benchmark	N/A N/A 90.00%		1 4 4	70.00 100.00% 100.00%							
bruary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	NI-1C NI-1D OP-15A OP-15A OP-15B-RD OP-3A OP-3D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Dispatches within MSAs Interval Zone 1 Areas	LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Sub-Loop Unbundling Enhanced Extended Loops - DS1 Capable	Diagnostic Parity Parity Benchmark Benchmark	N/A N/A 90.00% 90.00%		1 4 4 1 1 4	70.00 100.00% 100.00% 100.00%	0.00%			100			
oruary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	NI-1C NI-1D OP-15A OP-15B-RD OP-3A OP-3D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Dispatches within MSAs Interval Zone 1 Areas Interval Zone 1 Areas	LIS Trunk Subt-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Subt-Loop Unbundling Enhanced Extended Loops - DS1 Capable LIS Trunk	Diagnostic Parity Parity Benchmark Benchmark Parity	N/A N/A 90.00% 90.00% N/A	280 4 1 4 7	4 1 4 7	70.00 100.00% 100.00% 100.00% 100.00%		1	1	100.00%	6 0.00%		
iruary 2018	Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	NI-1C NI-1D OP-15A OP-15A OP-15B-RD OP-3A OP-3D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities Dispatches within MSAs Interval Zone 1 Areas	LIS Trunk Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Sub-Loop Unbundling Enhanced Extended Loops - DS1 Capable	Diagnostic Parity Parity Benchmark Benchmark	N/A N/A 90.00% 90.00%		1 4 4 1 4 7 69 25	70.00 100.00% 100.00% 100.00% 100.00% 97.10%	0.00%	1	1	100.00%		1.22064	-0

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviation (CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	3	33.33%							
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0	-1
February 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3		0.00							
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10		5.00							
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	154									
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	380									
February 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	206		5.89							
February 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	0.00								0.00%		
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	8	8		0.00%	2	2	100.00%	0.00.00		
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69			25.10%						
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	22		0.110=10	36.08%	5	5	100.00%	0.00%	0.062378	0.0000
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	36			16.22%	1,053	1,131	93.10%	25.34%	-0.99066	-1.602279
February 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,662									
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6613.00	19,450								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16679.00	12,830								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23292.00	19,450								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3970.62									
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4561.18	4,902								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	729.30	1,870	0.39							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1354.68	1,278	1.06							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1,870	1.11							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3131.52	3,728	0.84							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7273.20	3,828	1.90							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10404.72	3,728								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Crieck)	REQUEST	Diagnostic	N/A	7800.23	7,723								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6515.04	5,817								
February 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14315.27	7,723								
February 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	14315.27 2402.40									
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	631.26	1,092								
February 2018 February 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A	631.26 3033.66	1,169	0.0.							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4020.51	6,591								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8191.69	13,429	0.61							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6,591	1.85							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00	1,125								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52									
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234.44	972								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2259.96	1,906	1.19							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2343.68	3,662	0.64							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53720.19	2,817	19.07							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87	3,662	15.31							
February 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							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8211.97	4,537	1.81							
February 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							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24874.20	6,378								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47998.71	3,501								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4177.92									
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17633.00	5.038								
February 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							
February 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5750.52									
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,925	.,	80.31%							
February 2018	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,925									
February 2018	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	00 0		N/A	301	386								
		PO-2A PO-2B		Unbundled Loop Aggregate	Diagnostic											
February 2018	Pre-Ordering		All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,925									
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	30	100.0070							
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301	302								
February 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	30:04									
February 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	473:31	270								
February 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	28									
February 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	313									
February 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,733									
February 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	20								
February 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	130									
February 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	386									
February 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14	100.00%							
February 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	18		40.0070	49.63%	0	38	0.00%	0.00%		
January 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,643	1,645	99.88%							
January 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,067,267	1,067,267	100.00%							
January 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,913	4,913	100.00%							
January 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,438	2,443		4.52%	46,886	47,265	99.20%	8.92%	-3.227256	-2.962032
January 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,913									
January 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3.365.176		1.01							
January 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	3799.34	26,393								
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600								
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600									
January 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XMI		N/A	30,600	30,600								
January 2018 January 2018	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - Repair	FRTA	Diagnostic Diagnostic	N/A N/A	30,600	30,600								
		GA-3	,,	== · · ·		N/A	43,200	43,200								
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI FASE	Diagnostic	N/A N/A										
January 2018	Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR		Diagnostic		27,960	27,960	100.00%							
January 2018	Electronic Gateway Availability		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	10		50.00%	10	18	55.56%	49.69%	-0.109585	-1.066623
January 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								
January 2018	Maintenance and Repair Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	34			46.65%	10	18		49.69%	-0.911108	
January 2018		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%	0	13	61.54%	48.65%	-0.413495	-1.251387

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4		43.30%	9	14	64.29%	47.92%	-0.394405	-1.239781
January 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	5	40.00%	48.99%	484	837	57.83%	49.38%	0.365926	-0.777533
January 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A N/A	20:29	1	20:29	0:00	58004:29	929	62:26	98:24	-0.426121	-1.259063
January 2018	Maintenance and Repair	IVII C OD	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	49:36 41:09	10		3:50 1:40	72:26	16	4:32	3:54	0.25076	-0.847549
January 2018	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	214:17	12		3:44	72:54	16	4:33	3:53	-0.242874	-1 147657
January 2018 January 2018	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	214:17	50		3:44	72:54 224266:31	16 4,474	4:33 50:08	3:53 78:06	-0.242874 -3.654106	-1.147657
January 2018	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:29	10		1:23	57:01	4,474	5:11	2-57	-3.054100	-1.769232
January 2018		MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	12:20	10	12:20	0:00	57.01	- 11	5.11	2.57	-1.2052/4	-1.769232
January 2018 January 2018	Maintenance and Repair Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	17:24	1	12:20	3:49	57:01	11	5:11	2:57	-0.48259	-1.293394
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	32:57	5		7:20	64040:04	1,110	57:42	92:54	-1.227371	-1.746189
January 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	32.57	5	0.00%	0.00%	122	962	12.68%	33.28%	-0.380903	-1.231573
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	10		30.00%	122	20	15.00%	35.71%	-0.360903	-1.231573
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A		12		0.00%	3	20	13.0076	33.7176	-0.301331	-1.219007
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	2	50		23.75%	2	20	15.00%	35.71%	-0.952661	-1.579177
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	65		32.85%	685	4.869	14.07%	34.77%	-0.405613	-1.246595
January 2018	Maintenance and Repair	MR-7F	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	10		40.00%	4	14	28.57%	45 18%	-0.458258	-1.278601
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%	-	1.4	20.07 /0	40.1070	0.400200	1.27000
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4		50.00%	4	14	28.57%	45.18%	0.235623	-0.856752
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	- 1	- 5	20.00%	40.00%	145	1,186	12.23%	32.76%	0.048677	-0.970406
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	1.077	1.86%	13.50%	31	2.019	1.54%	12.30%	0.693161	-0.578581
January 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0			13.3078	0	54.562	0.00%	12.3076	0.085101	-0.376361
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	50		14.00%	5,001	282,596	1.77%	13 18%	-0.228869	-1.13914
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING		N/A	1	231	0.00%	14.00%	3,001	2,318	1.77%	12.02%	-0.228669	-2.07508
January 2018 January 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A N/A		1.565		2.53%	34	2,318	0.00%	12.02%	-1./06354	-2.01008
January 2018 January 2018	Maintenance and Repair Maintenance and Renair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	1 12			2.53%	0	969	0.00%			
January 2018 January 2018	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	12	12,525	1.36%	3.09%	32	2.072	1.54%	12.33%	-0.549076	-1.333814
January 2018 January 2018	Maintenance and Repair Maintenance and Renair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSI i	Parity	N/A N/A	54	3,968		11.59%	32	2,072	1.54%	12.33%	-0.549076 -0.486996	-1.333814
January 2018 January 2018	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate Trouble Rate	Unbundled Loop - XDSLi Unbundled Loop Analog	Parity	N/A N/A	70		0.00%	5.82%	6,055	2,312 427,092	1.47%	12.04%	-0.486996 -12.765686	-8.76098
January 2018 January 2018	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence		N/A N/A	70	20,567	100.00%	0.00%	806	427,092 962	83.78%	11.82%	-12.765686	-8.760986
	Maintenance and Repair	NI-1A	The state of the s		Parity		1	1 00 400			806	962	83.78%	36.86%	-0.439/13	
January 2018	Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A N/A	ь	33,168 13,063	0.02%	0.13%						-2.94801 -2.934491
January 2018	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity		3			0.19%						-2.934491
January 2018	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	7	33,216								
January 2018 January 2018	Network Performance Ordering and Provisioning	NI-1D OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date	LIS Trunk Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A N/A	3	13,063								
		OP-15A OP-15A			Diagnostic	N/A N/A	36	2	36.00							
January 2018	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic			1								
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	200	4		0.00						
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	48	3	16.00	0.00	73	1	73.00	0.00		
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	0	2	0.00	0.00	49,443	257	192.39	247.83	-1.093599	-1.664861
January 2018	Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	4	4	100.00%	0.00%			100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A N/A	3	3	100.00%	0.00%	1	257		49.95%	3.719016	1 261001
January 2018	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity		2	2	100.00%	0.00.0	123		47.86%	1010010	0.7 100 10	
January 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	731	793	92.18%	26.85%	-0.291047	-1.176944
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.0070							
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	66	69								
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13			0.00%	3	3	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	83	83								
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19	23								
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	2								
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
January 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	2	1	2.00	0.00	2,353	631	3.73	6.50	-0.265964	-1.161695
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	165	53								
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	56									
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	110									
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	19	4								
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	6	2	3.00							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00 N/A	5	1	5.00 100.00%	0.00%	_	_	100.00%	0.00%		
January 2018	Ordering and Provisioning	01 011	New Service Installation Quality	LIS Trunk	Parity	14071	2	2		0.0070	7	7	100.0070	0.0070	0.005	4.470
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A N/A	1	1	100.00%	0.00%	1,407	1,530	91.96%	27.19%	-0.295572 -1.256295	-1.179695
January 2018	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	69		97.18% 95.24%	16.55%	4	4	100.00%	0.00%	-1.256295 -0.994458	-1.763773 -1.604587
January 2018	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity			21			4	4				
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	89		00.0070	10.48%	1,197	1,274	93.96%	23.83%	-1.8979	-2.153841
January 2018	Ordering and Provisioning	OP-8C PO-1-IMA GUI	Number Portability Timeliness without Loop Coord	LNP REQUEST	Benchmark	95.00%	5,682	5,688								
January 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic	N/A	6825.00	19,500								
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16396.80	12,810	1.28							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23221.80	19,500								
January 2018	Pre-Ordering	101111111001	Pre-Order Response Times (Appt. Scheduler)	ricaoco:	Diagnostic	N/A	4073.64	4,908	0.83							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4700.09	4,908								
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1,780	0.39							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1281.86	1,198	1.07							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1976.06	1,780								
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3200.06	3,721	0.86							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6863.40	3,813								
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10063.46	3,721	2.70							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7764.88	7,688								
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341.48	7,688								
January 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.77	1,083								
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	615.86	1,162								
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2987.63	1,083								
January 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3952.80	6.588	0.60							

January 2018	PID Category	PID	PID Title	Product Category			CLEC Numerator CLE			LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
anuary 2010	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8055.60	13,426	0.60							
anuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL ACCEPT	Diagnostic	N/A N/A	12008.40 262.20	6,588 1 140	1.82							
anuary 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A N/A	262.20 817.00	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)	RESPONSE	Diagnostic Diagnostic	N/A	1227.50	1,900	1.25							-
January 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2306.70	1,900	1.21							-
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TV Reservation)	REQUEST	Diagnostic	N/A	2303.28	3.656	0.63							-
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53435.25	2 805	19.05							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55738.53	3.656	15.25							_
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							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48308.19	3,493	13.83							
January 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4110.60	806	5.10							
January 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							
January 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							
January 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							
January 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) PO-5A-(b)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark Benchmark	95.00% 95.00%	21 339	21 339	100.00%							-
January 2018 January 2018	Pre-Ordering	PO-5A-(b) PO-5A-(c)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs LNP		95.00%	2,094	2,094	100.00%							-
	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs		Benchmark Benchmark	95.00%	2,094	2,094	100.00%							-
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark Benchmark	90.00%	171	172	99.42%							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	486	486	100.00%							-
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5C-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile	INP	Benchmark	90.00%	400	400	100.00%							-
January 2018	Pre-Ordering	PO-5D-(C)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	0	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%	6 26.46%	-1.930583	3 -2.1737
December 2017	Billing	BI-2	Invoices Delivered within 10 Days	All		N/A	1.637	1.639	99.88%	42.1070	Ü	00	7.0070	20.4070	1.000000	2.1707
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%	6 8.47%	-1.966762	2 -2.1957
December 2017	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	7,721	7,721	100.00%							
December 2017	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,688,404	2,661,445	1.01							
December 2017	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2972.75	20,891	0.14							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
December 2017	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	26,580	100.00%							
December 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	20	35.00%	47.70%	8	9	88.89%	6 31.43%	2.345717	7 0.4260
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	8	37.50%							
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	20	50.00%	50.00%	9	10				
December 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable		N/A	10	20							-0.882735	
December 2017	Maintenance and Repair	MR-5B			Parity		2	2	100.00%	0.00%	14	20				5 -1.5366
December 2017	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	2	2	0.00%	0.00%	0	1	0.00%	6 0.00%		
		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	2	2 1 8	0.00% 75.00%	0.00% 43.30%	0	1 20	0.00% 70.00%	6 0.00% 6 45.83%	-0.26082	2 -1.1585
December 2017	Maintenance and Repair	MR-5B MR-5X	All Troubles Cleared w/i 4 Hours-Zone 2 Out of Service cleared w/i 24 hours	LIS Trunk Unbundled Loop - DS1 Capable Business	Parity Parity Parity	N/A N/A N/A	2	2	0.00% 75.00% 20.00%	0.00% 43.30% 40.00%	0 14 308	1 20 597	0.00% 70.00% 51.59%	6 0.00% 6 45.83% 6 49.97%	-0.26082 0.953018	2 -1.1585 8 -0.4206
December 2017	Maintenance and Repair	MR-5B MR-5X MR-5X	All Troubles Cleared wii 4 Hours-Zone 2 Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING	Parity Parity Parity Parity Parity	N/A N/A N/A N/A	2 0 6 1	2 1 8	0.00% 75.00% 20.00% 100.00%	0.00% 43.30% 40.00% 0.00%	0 14 308 1,840	1 20 597 4,224	0.00% 70.00% 51.59% 43.56%	6 0.00% 6 45.83% 6 49.97% 6 49.58%	-0.26082 0.953018 -1.970837	2 -1.1585 8 -0.4206 7 -2.1981
December 2017 December 2017	Maintenance and Repair Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B	All Troubles Cleared wii 4 Hours-Zone 2 Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore disp out MSA	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A	2 0 6 1 3 63:39	2 1 8 5 3	0.00% 75.00% 20.00% 100.00% 21:13	0.00% 43.30% 40.00% 0.00% 2:01	0 14 308 1,840 47422:10	1 20 597 4,224 854	0.00% 70.00% 51.59% 43.56% 55:32	6 0.00% 6 45.83% 6 49.97% 6 49.58% 2 58:20	-0.26082 0.953018 -1.970837 -1.016933	2 -1.1585 8 -0.4206 7 -2.1981 3 -1.6182
December 2017 December 2017 December 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D	All Troubles Cleared wii 4 Hours-Zone 2 Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	2 0 6 1 3 63:39 111:49	2 1 8	0.00% 75.00% 20.00% 100.00% 21:13 5:35	0.00% 43.30% 40.00% 0.00% 2:01 3:43	0 14 308 1,840 47422:10	1 20 597 4,224	0.00% 70.00% 51.59% 43.56% 55:32	6 0.00% 6 45.83% 6 49.97% 6 49.58% 2 58:20 6 3:24	-0.26082 0.953018 -1.970837 -1.016933 0.930717	2 -1.1585 8 -0.4206 7 -2.1981 3 -1.6182
December 2017 December 2017 December 2017 December 2017	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D MR-6D	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	2 0 6 1 3 63:39 111:49 3:41	2 1 8 5 3 3 20	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41	0.00% 43.30% 40.00% 0.00% 2:01 3:43 0:00	0 14 308 1,840 47422:10 19:39 3:14	1 20 597 4,224 854	0.00% 70.00% 51.59% 43.56% 55:32 3:56	6 0.00% 6 45.83% 6 49.97% 6 49.58% 2 58:20 5 3:24 4 0:00	-0.26082 0.953018 -1.970837 -1.016933 0.930717	2 -1.1585 8 -0.4206 7 -2.1981 3 -1.6182
December 2017 December 2017 December 2017 December 2017 December 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D	All Troubles Cleared wii 4 Hours-Zone 2 Out of Service cleared wii 24 hours Out of Service cleared wii 24 hours Mean Time to Restore dispout MSA Mean Time to Restore Interval Zone 1	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A N/A N/A N/A N/A N/A N/A	2 0 6 1 3 63:39 111:49 3:41 73:58	2 1 8 5 3 3 20 1	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15	0.00% 43.30% 40.00% 0.00% 2:01 3:43 0:00	0 14 308 1,840 47422:10 19:39 3:14	1 20 597 4,224 854 5 1	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14	6 0.00% 6 45.83% 6 49.97% 6 49.58% 2 58:20 6 3:224 4 0:00	-0.26082 0.953018 -1.970837 -1.016933 0.930717	2 -1.1585 8 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341
December 2017 December 2017 December 2017 December 2017 December 2017 December 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 2 Hours- Out of Service cleared wif 2 Hours Out of Service cleared wif 2 Hours Mean Time to Restore clips out MSA Mean Time to Restore Interval Zone 1	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A N/A N/A N/A N/A N/A N/A	2 0 6 1 3 63:39 111:49 3:41 73:58 108:15	2 1 8 5 3 3 20 1 8	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25	0.00% 43.30% 40.00% 0.00% 2:01 3:43 0:00 13:14 6:01	0 14 308 1,840 47422:10 19:39 3:14 3:14	1 20 597 4,224 854 5 1 1 1 6	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:14	6 0.00% 6 45.83% 6 49.97% 6 49.58% 2 58:20 6 3:24 4 0:00 0 3:13	-0.26082 0.953018 -1.970837 -1.016933 0.930717	2 -1.1585 8 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019
December 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Mean Time to Restore disp out MSA Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1	LIS Trunk Unbundied Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop Analog	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 0 6 1 3 63:39 111:49 3:41 73:58 108:15 569:00	2 1 8 5 3 3 20 1 8 20 45	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39	0.00% 43.30% 40.00% 0.00% 2:01 3:43 0:00 13:14 6:01	0 14 308 1,840 47422:10 19:39 3:14 3:14 20:57 161428:14	1 200 597 4,224 854 5 1 1 6 6 3,304	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:14 3:30 48:52	6 0.00% 6 45.83% 6 49.97% 6 49.58% 2 55:20 6 3:24 4 0.00 0 3:13 2 86:46	-0.26082 0.953018 -1.970837 -1.016933 0.930717	2 -1.1585 8 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905
December 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore interval Zone 1 Mean Time to Restore interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 0 6 1 3 63.39 111.49 3.41 73.58 108.15 569.00 5.24	2 1 8 5 3 3 20 1 8	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39	0.00% 43.30% 40.00% 0.00% 2:01 3:43 0:00 13:14 6:01 8:34 0:45	0 14 308 1,840 47422:10 19:39 3:14 3:14 20:57 161428:14	1 20 597 4,224 854 5 1 1 1 6	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:14 3:30 48:52 6:17	6 0.00% 6 45.83% 6 49.97% 6 49.58% 2 58.20 3 3.24 4 0.00 4 0.00 3 3.13 86.46 7 10.21	-0.26082 0.953018 -1.970837 -1.016933 0.930717 0.490189 -2.780763 -0.463045	2 -1.1585 8 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905
December 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 0 6 1 3 63.39 11149 3.41 73.58 108.15 569.00 5.24 1749	2 1 8 5 3 3 20 1 1 8 20 45 20	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42	0.00% 43.30% 40.00% 0.00% 2:01 3:43 0:00 13:14 6:01 8:34 0:45	0 14 308 1,840 47422:10 19:39 3:14 3:14 20:57 161428:14 106:51 150:27	1 220 597 4,224 854 5 1 1 6 3,304 17	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:34 48:52 6:17	6 0.00% 6 45.83% 6 49.97% 6 49.97% 6 3.24 4 0.000 0 3.13 2 86.46 7 10.21	-0.26082 0.953018 -1.970837 -1.016933 0.930717 0.490189 -2.780763 -0.463045	2 -1.1585 8 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905 5 -1.2815
December 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D	All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore dispo out MSA Mean Time to Restore interval Zone 1 Mean Time to Restore interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop - 10 Capable Unbundled Loop - 10 Capable Lis Trunk Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Lis Trunk Unbundled Loop - DS1 Capable	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2 0 6 1 3 63:39 111149 3:44 7:358 108:15 569:00 5:24 17749 22:54	2 1 8 5 3 3 20 1 8 20 45	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42 17:49	0.00% 43.30% 40.00% 0.00% 2.011 3.43 0.00 13.14 6.01 8.34 0.45 0.00	0 14 308 1,840 47422:10 19:39 3:14 3:14 20:57 161428:14 106:51 150:27	1 200 597 4,224 884 5 1 1 6 6 3,304 17	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:14 3:30 48:52 6:17 150:27	6 0.00% 45.83% 6 49.97% 6 49.58% 6 2 58.20 8 3.24 4 0.00 0 3.13 0 3.13 2 86.46 7 10.21 0.00 7 10.21	-0.26082 0.953018 -1.970837 -1.016933 0.930717 	2 -1.1585 8 -0.4206 7 -2.1981 7 -0.4341 9 -0.7019 3 -2.6905 5 -1.2815
December 2017	Maintenance and Repair	MR-5B MR-5X MR-6S MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service leared wif 2 Hours- Out of Service leared wif 2 Hours Out of Service leared wif 2 Hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20 Krien Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A	2 0 6 1 3 63.39 11149 3.41 73.58 108.15 569.00 5.24 1749	2 1 8 5 3 3 20 1 1 8 20 45 20	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42 17:49 2:52 14:01	0.00% 43.30% 40.00% 0.00% 2.01 3.43 0.000 13.14 6.01 8.34 0.45 0.00 1.110 0.00	0 14 308 1,840 47422:10 19:39 3:14 3:14 20:57 161428:14 106:51 150:27	1 220 597 4,224 854 5 1 1 6 3,304 17	0.00% 70.00% 51.59% 43.56% 55.32 3.566 3.144 3.34 48.52 6:17 150.27 6:17 54:20	6 0.00% 45.83% 6 49.97% 6 49.97% 6 49.58% 6 49.58% 6 5 3.24 4 0.000 0 3.13 2 86.46 7 10.21 7 0.000 7 10.21 0 5.752	-0.26682 -0.953018 -1.970837 -1.016933 -0.930717 -0.480189 -2.780763 -0.463045 -0.770754 -0.596238	2 -1.1585 3 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905 5 -1.2815 4 -1.4685 8 -1.4232
December 2017	Maintenance and Repair	MR-5B MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Report Restore Interval Zone 2 Repair Report Restore Interval Zone 2 Repair Report Restore Interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable SUB-LOOP UNBUNDLING	Parity	N/A	2 0 6 1 3 63.39 111.49 3.41 73.58 108.15 569.00 5.24 17.49 22.54	2 1 8 5 3 3 20 1 8 20 45 2 2	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42 17:49 2:52 14:01	0.00% 43.30% 40.00% 0.00% 2.011 3.43 0.00 13.14 6.01 8.34 0.45 0.00	0 14 308 1,840 47422:10 19:39 3:14 3:14 20:57 161428:14 106:51 150:27	1 200 597 4.224 854 5 1 1 6 6 3.304 17 17 17 885	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:14 3:30 48:52 6:17 150:27 6:17 54:20 33.33%	6 0.00% 45.83% 6 49.97% 6 49.58% 6 49.58% 8 3.244 0.000 1 31.33 2 86.46 7 10.21 7 10.21 57.52 6 47.14%	-0.26082 0.953018 -1.970837 -1.016933 0.930717 0.490189 -2.790763 -0.460045 -0.770754 -0.696238 -0.866025	2 -1.1585 2 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905 5 -1.2815 4 -1.4685 8 -1.4232 5 -1.5265
December 2017	Meintenance and Repair Maintenance and Repair	MR-5B MR-5X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E MR-7B	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Out of Service leared wif 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Respair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable Unbundled Loop Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A	2 0 6 1 3 63:39 111:49 3:41 73:58 108:15 569:00 5:24 17:49 22:54 14:01	2 1 8 5 3 3 20 1 8 20 45 2 1 8 8	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42 17:49 2:52 14:01	0.00% 43.30% 40.00% 0.00% 2.011 3.43 0.000 13:14 6.01 8.34 0.05 0.000 1.10 0.000 0.00% 40.77%	0 14 308 1,840 47422:10 19:39 3:14 3:14 20:57 161428:14 106:51 150:27	1 20 597 4.224 854 654 654 654 654 654 655 655 655 655 6	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:14 3:30 48:52 6:17 150:27 6:17 54:20 33.33%	6 0.00% 45.83% 6 49.97% 6 49.58% 6 49.58% 6 49.58% 6 2 58.20 6 3.24 4 0.00 0 3.33 6 40.00 0 3.33 7 10.21 7 10.21 0 57.52 47.14% 6 48.99%	-0.26082 0.953018 -1.970837 -1.016033 0.930717 0.490189 -2.780763 -0.463045 -0.770754 -0.696238 -0.866025	2 -1.1585 2 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905 5 -1.2815 4 -1.4685 8 -1.4232 5 -1.5265
December 2017	Maintenance and Repair	MR-5B MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E MR-7B	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Report Restore Interval Zone 2 Repair Report Restore Interval Zone 2 Repair Report Restore Interval Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable SUB-LOOP UNBUNDLING	Parity	N/A	2 0 6 1 3 63:39 111:49 3:41 73:58 108:15 569:00 5:24 17:49 22:54 14:01	2 1 8 5 3 3 20 1 8 20 45 2 1 8 8	0.00% 75.00% 20.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42 17:49 2:52 14:01 0.00% 21.05%	0.00% 43.30% 40.00% 0.00% 2.01 3.434 0.00 13.114 6.01 13.24 0.455 0.00 1.110	0 14 308 1,840 47422:10 19:39 3:14 3:14 20:57 161428:14 106:51 150:27	1 20 597 4.224 854 654 654 654 654 654 655 655 655 655 6	0.00% 70.00% 51.59% 43.56% 55.32 3.565 3.14 3.34 48.52 6.17 150.27 6.17 54.20	6 0.00% 6 45.83% 6 49.97% 6 49.58% 6 9.324 6 0.000 7 10.21 7 10.21 7 10.21 6 47.14% 6 48.99% 6 48.99%	-0.26082 0.953018 -1.970837 -1.016033 0.930717 0.490189 -2.780763 -0.463045 -0.770754 -0.696238 -0.866025	2 -1.1585 2 -0.4206 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905 5 -1.2815 4 -1.4685 8 -1.4232 5 -1.5265
December 2017	Maintenance and Repair	MR-5B MR-5X MR-6X MR-6B MR-6B MR-6D MR-6D MR-6D MR-6D MR-6E MR-7B MR-7D MR-7D	All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore dispo out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repear Report Rate-Zone 1	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - 10 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable Unbundled Loop Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded	Parity	N/A	2 0 6 1 3 63.39 11149 3.41 73:58 108:15 569:00 5:24 17:49 22:54 14:01 0 4	2 1 8 5 3 3 20 1 1 8 20 45 2 1 1 8 8 1 1 3	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42 17:49 2:52 14:01 0.00% 21.05% 0.00%	0.00% 43.30% 40.00% 2.01 3.43 0.000 13:14 6.01 8.24 0.45 0.000 1:10 0.000 40.77% 0.00%	0 144 308 429 144 145 145 145 145 145 145 145 145 145	1 20 597 4.224 854 654 654 654 654 654 655 655 655 655 6	0.00% 70.00% 51.59% 43.56% 55.32 3:56 3:14 3:30 48.52 6:17 150:27 6:17 54:20 33.33% 40.00% 0.00%	6 0.00% 45.83% 6 49.97% 6 49.58% 6 32.44 0.00 7 10.21 7 10.21 0 57.52 6 47.14% 6 48.99% 6 0.00% 6 0.00%	-0.26082 0.953018 -1.970837 -1.016933 0.930717 -0.490189 2.780763 -0.463045 -0.770754 -0.696238 -0.869623 -0.869623	2 -1.15858 8 -0.4206 7 -2.19813 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905 5 -1.2815 4 -1.4885 8 -1.4232 8 -1.5265 8 -1.6018
December 2017	Maintenance and Repair	MR-5B MR-5X MR-6X MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7E MR-7D MR-7D MR-7D	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Mean Time to Restore clips out MSA Mean Time to Restore letterval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLIDE LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 20 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop - 10 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable USTrunk Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLIED LOOP - ADSL COMPATIBLE	Parity	N/A	2 0 6 1 3 63.39 11149 3.41 73:58 108:15 569:00 5:24 17:49 22:54 14:01 0 4	2 1 8 5 3 3 20 1 1 8 20 45 2 1 1 8 1 3 3 1 1 1 8 1 1 1 1 1 1 1 1 1 1	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42 17:49 2:52 14:01 0.00% 21.05% 0.00%	0.00% 43.00% 40.00% 0.00% 2:01 3:43 0:000 13:14 6:01 6:03 1:10 0.00% 40.77%	0 144 308 429 144 145 145 145 145 145 145 145 145 145	1 200 597 4.224 854 5 1 1 6 8 3.304 17 17 885 3 3 10 1 1 1	0.00% 70.00% 51.59% 43.56% 55.32 3.56 3.34 3.30 48.52 6:17 150.27 6:17 54:20 33.33% 40.00% 0.00% 0.00%	6 0.00% 6 45.83% 6 49.97% 6 49.98% 6 9.20 7 58.20 8 40 0.00 8 10.21 7 0.00 7 10.21 7 10.21 6 48.99% 6 0.00% 6 48.99% 6 48.99%	-0.26082 0.953016 -1.970837 -1.016083 0.930717 0.490189 -2.780763 -0.463045 -0.770724 -0.696238 -0.866025 -0.989968	2 -1.15858 8 -0.42068 8 -0.42083 3 -1.61823 7 -0.4341 9 -0.70193 3 -2.6905 5 -1.2815 4 -1.4685 8 -1.4232 5 -1.5265 8 -1.5265 8 -1.5265
December 2017	Maintenance and Repair	MR-5B MR-5X MR-6X MR-6B MR-6B MR-6D MR-6D MR-6D MR-6D MR-6C MR-7D MR-7D MR-7D MR-7D MR-7D	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service leared wif 2 Hours- Out of Service leared wif 2 Hours Out of Service leared wif 2 Hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Respair Repeat Resport Restore Interval Zone 2 Repair Repeat Report Restore Interval Zone 1 Repair Repeat Report Restore 1	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 SI'RE Non-Leaded Unbundled Loop - DS1 Capable USB Trunk Unbundled Loop Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2SI (Tapable) Unbundled Loop - DS1 Capable	Parity	N/A	2 0 6 1 3 63.39 11149 3.41 73:58 108:15 569:00 5:24 17749 22:54 14:01 0 4	2 1 8 5 3 3 20 1 8 20 45 2 1 8 1 8 1 8 1 8 20 45 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 1 1 8 1 1 1 8 1 1 1 1 8 1	0.00% 75.00% 20.00% 100.00% 21:13 5:35 3:41 9:15 5:25 12:39 2:42 17:49 2:52 14:01 0.00% 0.00% 0.00% 0.00%	0.00% 43.00% 40.00% 0.00% 2:01 3:43 0:00 13:14 6:01 6:01 0:00 0.00% 40.00% 0.00%	0 1 14 4 3 3 8 1 3 8 1 8 1 9 1 9 1 9 1 9 1 9 1 9 1 9 1 9 1	1 200 597 4,224 55 5 1 1 6 3,304 177 17 8855 3 3 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:34 3:30 48:82 6:17 54:20 33.33% 40.00% 0.00% 0.00%	6 0.00% 6 45.83% 6 49.97% 6 49.58% 6 2 58.20 8 3.24 4 0.000 8 1.000 7 10.21 7 0.00 7 10.21 6 47.14% 6 48.99% 6 0.00% 6 48.99% 6 3.5.44%	-0.26082 0.953016 -1.970837 -1.016083 0.930717 0.490189 -2.780763 -0.463045 -0.770724 -0.696238 -0.866025 -0.989968	2 -1.15858 8 -0.4208 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6905 5 -1.2815 4 -1.46858 8 -1.4232 5 -1.52658 8 -1.6018
December 2017	Maintenance and Repair	MR-6B MR-5X MR-6X MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D	All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore dispo out MSA Mean Time to Restore interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Report Restore Interval Zone 2 Repair Repear Report Rate-Zone 1	LIS Trunk Unbundied Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADS1 COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable US Trunk Unbundled Loop - DS1 Capable Unbundled Loop - Analog SUB-LOOP UNSUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLING LOOP - ADSI COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A	2 0 6 1 3 63.39 11149 3.41 73:58 108:15 569:00 5:24 17749 22:54 14:01 0 4	2 1 8 5 3 3 20 1 8 20 45 2 1 8 1 8 1 8 1 8 20 45 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 1 1 8 1 1 1 8 1 1 1 1 8 1	0.00% 75.00% 20.00%, 100.00% 21:13 5:35 5:41 9:45 5:25 12:39 2:42 17:49 2:52 14:401 0.00%, 0.00%, 0.00%	0.00% 43.30% 40.00% 0.00% 2.01 3.43 0.000 13.14 6.01 1.000 1.000 0.000% 40.77% 0.00% 40.00%	0 1 14 4 3 3 8 1 3 8 1 8 1 9 1 9 1 9 1 9 1 9 1 9 1 9 1 9 1	1 200 597 4.224 854 854 854 854 854 854 854 854 854 85	0.00% 70.00% 51.59% 43.56% 55:32 3:56 3:14 3:34 3:30 48:82 6:17 54:20 33.33% 40.00% 0.00% 0.00%	6 0.00% 6 45.83% 6 49.97% 6 49.98% 6 32.24 6 0.00 8 0.00 1 313 2 86.46 7 10.21 7 0.00 7 10.21 7 10.21 6 47.14% 6 0.00% 6 48.99% 6 48.99% 6 48.99% 6 48.99% 6 48.99% 6 48.99%	-0.26982 0.953018 -1.970837 -1.016933 0.930717 -0.460149 -0.46045 -0.46045 -0.770754 -0.7696238 -0.866025 -0.989968 -1.064043 -1.064043 -1.06742	2 -1.1588 8 -0.42028 7 -2.1981 3 -1.6182 7 -0.4341 9 -0.7019 3 -2.6906 5 -1.2815 4 -1.4688 8 -1.4232 5 -1.5268 8 -1.6018
December 2017	Maintenance and Repair	MR-6B MR-6X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E	All Troubles Cliested wild 4 Hours-Zone 2 Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore dispo out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 10 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - SS1 Capable	Parity	N/A	2 0 6 1 3 63-39 11149 3.41 73:88 108:15 569:00 5:24 17:49 22:54 14:01 0 4 0 0 0 4 4	2 1 8 5 3 3 20 1 8 20 45 2 1 8 1 8 1 8 1 8 20 45 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 1 1 8 1 1 1 8 1 1 1 1 8 1	0.0% 75.0% 75.0% 100.0% 100.0% 100.0% 121.13 13.341 19.15 5.25 12.39 2.42 2.17.49 2.52 14.00 10.0% 0.00% 0.00% 8.89% 0.00% 8.89% 0.00%	0.00% 43.00% 40.00% 0.00% 2.01 3.43 0.000 1.314 6.01 1.314 0.045 0.000 40.77% 0.00% 40.77% 0.00% 0.00% 0.00%	0 14 14 308 1.840	1 200 597 4.224 854 854 854 854 854 854 854 854 854 85	0.00% 70.00% 15.55% 43.56% 55.22 3.56 3.20 3.144 3.30 48.52 6.17 15.27 6.17 6.10 0.00% 0.00% 0.00% 14.73% 0.00%	6 0.00% 6 45.83% 6 49.97% 6 49.58% 6 2 58.20 8 3 3.24 4 0.00 6 4 0.00 7 10.21 7 10.21 7 10.21 6 48.99% 6 0.00% 6 48.99% 6 35.44% 6 40.00%	-0.26082 0.953018 -1.970837 -1.016083 0.930717 0.490189 -2.780763 -0.463345 -0.770754 -0.98938 -0.866025 -0.989968 -1.084033 -1.084033 -1.084033	2 -1.1588 8 -0.4204 7 -2.19893 7 -0.4341 9 -0.7019 3 -2.6900 9 -0.7019 3 -2.6900 5 -1.2818 8 -1.4232 5 -1.52628 8 -1.6018 3 -1.6404 2 -1.6676 2 -1.4098
December 2017	Maintenance and Repair	MR-5B MR-6X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Out of Service leared wif 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Restore Lone 1 Repair Repeat Report Restore 2 Repair Repair Repair Restore 2 Repair Re	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - S01 Capable Unbundled Loop - DS1 Capable USS Trunk Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Pentry	N/A	2 0 6 1 3 63-39 11149 3.41 73:88 108:15 569:00 5:24 17:49 22:54 14:01 0 4 0 0 0 4 4	2 1 8 5 3 3 20 1 8 20 45 2 1 8 1 8 1 8 1 8 20 45 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 1 1 8 1 1 1 8 1 1 1 1 8 1	0.0% 75.00% 75.00% 75.00% 75.00% 75.00% 75.00% 75.00% 75.35 75.35 75.25	0.00% 43.00% 40.00% 0.00% 2.01 3.43 0.00 13.14 6.01 1.10 0.00% 0.00% 40.00% 40.00% 28.46%	0 144 308 1.840 1.	1 200 597 4.224 854 854 854 854 854 854 854 854 854 85	0.00% 70.00% 75.00% 43.56% 43.56% 55.22 3.56 3.14 3.30 150.27 150.27 140.00% 0.00% 40.00% 40.00% 40.00% 0.00% 0.00%	6 0.00% 45.83% 6 49.97% 6 49.58% 6 2 58.20 8 3.24 0.000 7 10.21 7 10.21 0 57.52 6 47.14% 6 48.99% 6 0.00% 6 48.99% 6 40.00% 6 40.00% 6 40.00%	-0.26082 0.953018 -1.970837 -1.016033 0.930717 0.490189 -2.780763 -0.463045 -0.770754 -0.696238 -0.8696238 -0.8696238 -1.054093 -1.05409 -1.0540	2 -1.1588 8 -0.4204 7 -2.19893 7 -0.4344 9 -0.7011 3 -2.6909 5 -1.2815 5 -1.2815 8 -1.6018 8 -1.6018 3 -1.6018 9 -1.6018
December 2017	Maintenance and Repair	MR-6B MR-6X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6C MR-6E MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E MR-7E MR-7E	All Troubles Cleared will 4 Hours-Zone 2 Out of Service cleared wil 24 hours Out of Service cleared will 24 hours Out of Service cleared will 24 hours Mean Time to Restore dispo out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable Unbundled Loop Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20 Wire Non-Loaded Unbundled Loop - DS1 Capable LIS Trunk Unbundled Loop - DS1 Capable	Parity	N/A	2 0 6 1 3 63-39 11149 3.41 73:88 108:15 569:00 5:24 17:49 22:54 14:01 0 4 0 0 0 4 4	2 1 8 5 3 3 20 1 8 20 45 2 1 8 1 8 1 8 1 8 20 45 1 1 8 1 1 8 1 1 8 1 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 8 1 8 1 1 1 1 8 1 1 1 8 1 1 1 1 8 1	0.0% 75.0	0.00% 43.30% 40.00% 0.00% 2.01 3.43 0.000 13:14 6.01 13:14 0.045 0.000 0.00% 40.77% 0.00% 40.00% 28.46% 0.00% 3.307%	0 144 308 1.840 47422:10 19:39 3:14 20:57 161428:14 106:51 48084:29 1 4 0 0 4 531 4 6 0 4	1 200 597 4.224 854 5 1 1 6 8 3.304 177 8855 3 1 10 1 10 3.605 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.00% 7.00%	6 0.00% 6 45.83% 6 49.97% 6 49.58% 6 49.57% 6 49.58% 6 2.58.20 8 3.24 6 0.00 8 3.13 2 88.46 7 10.21 7 0.00 7 10.21 6 48.99% 6 0.00% 6 48.99% 6 40.00% 6 40.00% 6 40.00% 6 40.00%	-0.26082 0.953018 -1.970837 -1.016083 0.930717 0.490189 -2.780763 -0.463045 -0.770724 -0.506238 -0.86025 -0.989968 -1.054093 -1.054093 -1.054093 -0.448211 -0.448211 -0.4423043	2 -1.1588 8 -0.4206 7 -2.198187 7 -0.4341 9 -0.707 5 -1.2818 4 -1.4688 8 -1.4232 5 -1.5268 8 -1.6018 3 -1.6408 2 -1.6678 2 -1.4098
December 2017	Maintenance and Repair	MR-6B MR-6X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E MR-7E MR-7E MR-7E MR-7E	All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore dispo ut MSA Mean Time to Restore letterval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Ratio-Zone 1 Repair Repeat Report Ratio-Zone 2	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLID LOOP - ADS1 COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable US Trunk Unbundled Loop - DS1 Capable UNBUNDLED LOOP - ADS1 Capable Unbundled Loop - DS1 Capable UNBUNDLED LOOP - ADS1 COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - AGS - CAMPATIBLE Unbundled Loop - DS1 Capable	Parity	N/A	2 0 6 1 1 3 6339 11149 3341 7358 108:15 569:00 5:24 17749 22:54 14:01 0 0 4 4 4 0 0 0 1 1 0 0	2 1 8 5 3 3 20 1 8 20 45 2 1 8 1 1 8 1 1 8 2 1 8 2 1 8 2 1 1 8 2 1 1 8 1 1 8 1 1 8 1 1 8 1 8	0.0% 75.00% 100.00% 125.0% 100.00% 125.0% 100.00% 125.00% 100.00% 125.00% 100.00% 100.00% 125.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 100.00% 125.00% 125.00% 100.00% 125.00% 100.00% 125.	0.00% 43.00% 40.00% 0.00% 2.01 3.43 0.000 13.14 6.01 6.01 0.000 0.00% 40.77% 0.00% 0.00% 40.00% 0.00% 33.07%	0 144 308 1.840 144 143 143 144 144	1 200 597 4.224 854 854 854 854 854 854 854 854 854 85	0.00% 5.59% 43.56% 55.22 3.56% 55.22 3.56 6.17 5.027 6.17 54.20 40.00% 40.00% 40.00% 40.00% 40.00% 5	6 0.00% 45.83% 6 49.97% 6 49.58% 6 32.24 4 0.000 8 3.324 7 10.21 7 10.21 7 10.21 6 47.14% 6 0.00% 6 48.99% 6 40.00% 6 40.00% 6 40.00% 6 40.00% 6 40.00% 6 40.00% 6 40.00%	-0.26082 0.953018 -1.970837 -1.016033 0.930717 0.480189 -2.780763 -0.463045 -0.770754 -0.580238 -0.860623 -0.860623	2 -1.1588 8 -0.4206 7 -2.19818 7 -0.4341 9 -0.70118 3 -2.6909 5 -1.2815 5 -1.2815 8 -1.6018 8 -1.6018 2 -1.6678 2 -1.4098 1 -1.2724 1 -1.2724 6 -0.1188
December 2017	Maintenance and Repair	MR-5B MR-6X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service leared wif 2 Hours- Out of Service leared wif 2 Hours Out of Service leared wif 2 Hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Restore Interval Zone 1 Repair Repeat Report Restore Interval Zone 1 Repair Repeat Report Restore 2 Repair Repeat Report Restore 2 Repair Repeat Report Restore 2 Repair Repeat Report Restore 2 Repair Repeat Report Restore 2 Repair Repeat Report Restore 2 Repair Repeat Report Restore 2 Repair Repeat Repair Restore 2 Repair Repeat Repair Restore 2	LIS Trunk Unbundied Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADS1 COMPATIBLE Unbundled Loop - DS1 Capable UNBUNDLING ENHANCE - DS1 Capable UNBUNDLING UNBUNDLING UNBUNDLING ENHANCE - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A	2 0 6 1 1 3 6339 11149 3341 7358 108:15 569:00 5:24 17749 22:54 14:01 0 0 4 4 4 0 0 0 1 1 0 0	2 1 8 5 3 20 1 1 8 20 45 2 1 8 1 3 3 19 1 8 20 45 2 1 8 1 8 1 1 8 1 1 8 1 1 8 1 1 1 8 1 1 1 8 1 1 1 1 8 1 1 1 8 1 1 1 1 8 1 1 1 8 1 1 1 1 8 1 1 1 1 8 1 1 1 1 8 1 1 1 1 8 1 1 1 1 8 1 1 1 1 8 1 1 1 1 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 8 8 1 1 1 1 1 8 8 1 1 1 1 1 8 8 1 1 1 1 1 1 8 8 1 1 1 1 1 8 8 1 1 1 1 1 8 8 1 1 1 1 1 1 8 8 1	0.0% 75.0% 7	0.00% 43.30% 40.00% 0.00% 2.01 3.43 0.000 13.14 6.01 13.14 0.05 0.00% 40.77% 40.00% 40.00% 40.00% 33.07% 0.00% 13.317%	0 144 308 1.840 144 143 143 144 144	1 200 597 4.224 854 5 5 1 1 1 6 6 3.304 17 17 17 8858 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0.09% 7.00% 51.59% 42.56% 55.22 3.56 3.56 48.52 6.17 150.27 6.17 5.20% 4.00% 4.00% 4.00% 4.00% 5	6 0.00% 6 45.83% 6 49.97% 6 49.98% 6 9.324 6 0.00 6 0.00 7 1021 7 1021 7 1021 7 1021 7 1021 6 48.99% 6 0.00% 6 48.99% 6 40.00% 6 40.00% 6 40.00% 6 35.94% 6 40.00% 6 35.95% 6 41.074	-0.26982 0.953018 -1.970837 -1.016933 0.930717 0.490189 -2.780763 -0.463045 -0.770754 -0.696238 -0.866025 -1.089968 -1.089702 -0.67424 -0.423093 -1.449756 -0.423093 -1.449756	2 -1.1588 8 -0.4206 7 -2.198187 7 -0.3417 7 -0.7419 3 -1.6408 8 -1.2328 8 -1.6408 3 -1.6408 3 -1.6408 1 -1.4588 1 -1.4588 1 -1.4588 1 -1.6408 1 -1.6408 2 -1
December 2017	Maintenance and Repair	MR-6B MR-6X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E	All Troubles Cleared wif 4 Hours-Zone 2 Out of Service cleared wif 24 hours Out of Service cleared wif 24 hours Out of Service leared wif 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Restore 1 Repair Repeat Report Restore 2 Repair Repair Repair Repair Repair Repair 2 Repair Repa	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - ADSL Compatible Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable	Parity	NVA	2 0 6 1 3 63.39 111.49 3.41 73.58 108.15 569.00 5.24 117.49 2.25.4 14.01 0 4 0 0 4 4 0 0 0 1 1 0 0 2 2	2 1 1 8 5 3 3 20 11 8 8 20 45 2 1 1 8 8 1 1 1 8 20 45 2 1 1 8 8 20 45 2 1 1 8 8 20 45 2 1 1 8 8 20 65 85 65 66 85	0.0% 75.00% 100.0% 20.0% 100.0% 21.13 5.36 3.41 1 9.15 5.25 12.39 2.42 17.49 2.52 10.0% 0.0% 0.0	0.00% 43.30% 40.00% 0.00% 2.01 3.43 0.000 13.14 6.01 13.14 0.05 0.00% 40.77% 40.00% 40.00% 40.00% 33.07% 0.00% 13.317%	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 200 597 4,224 554 564 564 564 564 564 564 564 564 56	0.00% 70.00% 75.59% 43.56% 55.22 3.56 5.52 3.144 3.30 48.52 6.17 6.	6 0.00% 6 45.83% 6 49.97% 6 49.58% 6 2 58.20 8 3.244 6 0.00 8 13.3 2 86.46 7 10.21 7 10.21 57.52 6 47.14% 6 0.00% 6 0.00% 6 48.99% 6 35.44% 6 0.00% 6 40.00% 6 11.74% 6 40.00%	-0.26982 0.953018 -1.970837 -1.016933 0.930717 0.490189 -2.780763 -0.463045 -0.770754 -0.696238 -0.866025 -1.089968 -1.089702 -0.67424 -0.423093 -1.449756 -0.423093 -1.449756	2 -1.1585 8 -0.4206 7 -0.4341 9 -0.7019 9 -0.7019 3 -2.6905 5 -1.2815 4 -1.4685 8 -1.6018 2 -1.6679 2 -1.4098 2 -1.6679 2 -1.1224 1 -1.2245 1 -1.2
December 2017	Maintenance and Repair	MR-5B MR-6X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E MR-8	All Troubles Cleared wil 4 Hours-Zone 2 Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore dispo ut MSA Mean Time to Restore interval Zone 1 Mean Time to Restore interval Zone 2 Repair Repear Report Restore interval Zone 1 Repair Repear Report Restore 1 Repair Repear Report Restore 1 Repair Repear Report Restore 2 Repair Repear Repair Restore 2 Repair Repear Report Restore 2 Repair Repear Rep	LIS Trunk Unbundied Loop - DS1 Capable Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundied Loop - 2 Wire Non-Loaded Unbunded Loop - DS1 Capable Unbunded Loop - DS1 Capable Unbunded Loop Analog Enhanced Extended Loops - DS1 Capable Ulbundied Loop - DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop - SS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop - DS1 Capable Unbundied Loop - SS1 Capable Unbundied Loop - DS1 Capable LIS Trunk Residence	Parity	N/A	2 0 6 1 3 63.39 111.49 3.41 73.58 108.15 569.00 5.24 117.49 2.25.4 14.01 0 4 0 0 4 4 0 0 0 1 1 0 0 2 2	2 1 1 8 5 3 3 20 1 1 8 8 20 45 2 1 1 8 8 20 45 2 1 1 8 8 20 45 2 1 1 8 8 20 45 2 1 1 8 8 20 45 45 45 45 46 8 8 54 4 49	0.0% 75.0% 7	0.00% 43.30% 40.00% 0.00% 2.01 3.43 0.000 13.14 6.01 13.14 6.01 0.00% 0.00% 40.77% 0.00% 0.00% 28.46% 0.00% 33.07% 0.00% 14.13% 0.38%	0 144 308 1.840 1.	1 200 597 4.224 854 854 854 854 854 854 854 854 854 85	0.00% 7.00% 51.59% 43.56% 55.22 3.56 3.56 3.144 3.14 3.30 48.52 6.17 6.17 6.20 3.33% 4.00%	6 0.00% 6 45.83% 6 49.97% 6 49.98% 6 9.324 8 0.00 8 10.00 8 10.00 9 13.13 2 86.46 10.21 7 0.00 9 7 10.21 7 10.21 6 47.14% 6 0.00% 6 48.99% 6 48.99% 6 40.00% 6 40.00% 6 35.94% 6 40.00% 6 40.00% 6 40.00% 6 11.74% 6 0.035 6 40.00% 6 11.74% 6 0.00%	-0.26982 0.953018 -1.970837 -1.016933 0.930717 -0.450189 -0.450345 -0.450345 -0.770754 -0.7696238 -0.866025 -0.969968 -1.064093 -1.06409	2 -1.15858 8 -0.42069 7 -2.19818 7 -0.4341 9 -0.701918 9 -0.701918 9 -0.701918 9 -0.701918 9 -0.701918 9 -0.701918 9 -0.701918 1.46858 5 -1.52658 1.52658 1.52658 2 -1.46978 2 -1.46978 1 -1.2724 3 -1.2724 3 -1.2724 6 -0.1186 6 -0.1186 6 -0.1186 6 -1.0932 2 -1.4937 2 -1.4937 2 -1.4937 2 -1.4937
December 2017	Maintenance and Repair	MR-6B MR-6X MR-6X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6C MR-6E MR-6E MR-6E MR-7E MR-7D MR-7D MR-7D MR-7D MR-7E MR-8	All Troubles Cleared will 4 Hours-Zone 2 Out of Service cleared will 24 hours Out of Service cleared will 24 hours Out of Service cleared will 24 hours Mean Time to Restore dispo out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Respair Repeat Report Rate-Zone 1 Respair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate	LIS Trunk Unbundled Loop - DS1 Capable Business SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING SUB-LOOF UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable	Pentry	NVA	2 0 6 1 3 63.39 111.49 3.41 73.58 108.15 569.00 5.24 117.49 2.25.4 14.01 0 4 0 0 4 4 0 0 0 1 1 0 0 2 2	2 1 8 5 3 20 1 1 8 20 45 2 1 1 8 1 3 19 1 1 8 20 45 2 1 1 8 49 226	0.0% 75.00% 20.0%	0.00% 43.00% 40.00% 0.00% 2.01 3.43 0.00 13.14 6.01 8.24 0.05 0.00% 0.00% 40.77% 0.00% 40.00% 0.00% 3.07% 0.00% 1.11 4.14%	0 144 308 1.840 1.	1 200 597 4,224 54,400 226,324 5,4400 22,334 6,225 5,344 6,225 5,344 6,225 7,344 6,225 7,345 7,3	0.00% 70.00% 15.95% 43.56% 55.22 3.56 5.17 3.14 3.14 3.13 4.85 6.17 1.92/2 6.17 6.17 6.10 6.17 6.	6 0.00% 6 45.83% 6 49.97% 6 49.58% 6 2 58.20 8 3.324 6 0.000 8 13.32 7 0.00 7 10.21 7 10.21 6 48.99% 6 0.00% 6 48.99% 6 40.00% 6 40.00% 6 11.47% 6 40.00% 6 11.47% 6 11.45% 6 11.45% 6 11.45%	-0.26082 0.953018 -1.970837 -1.0160833 0.930717 0.490189 -2.780763 -0.463045 -0.770754 -0.586238 -0.886025 -0.989968 -1.064033 -1.086702 -0.6742 -0.448211 -0.4203 -1.449756 -0.15306	2 -1.1585 8 -0.4206 7 -0.4341 9 -0.7019 9 -0.7019 3 -2.6905 5 -1.2815 4 -1.4625 8 -1.6018 3 -1.6018 3 -1.6408 3 -1.6408 3 -1.627 2 -1.4088 4 -1.4232 1 -1.4232 2 -1.6679 2 -1.4088 6 -1.1886 6 -1.9832 1 -1.4232 1 -1.4232 1 -1.4232 2 -1.6679 2 -1.4088 5 -1.4232 5 -1.4232 5 -1.4232 6 -1.4232 6 -1.4232 6 -1.4232 7 -1.42

	PID Category	PID	PID Title	Product Category			CLEC Numerator			LEC Standard Deviation C	TL-Q Numerator C					
ecember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16			30	2,366	1.27%	11.19%	-0.451773	
ecember 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	46			4.68%	4,546	431,829	1.05%	10.21%	-11.544838	
ecember 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1		0.0070	0.02%						-2.992
ecember 2017	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,063		0.02%						-2.993
ecember 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13									
ecember 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0									
December 2017 December 2017	Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A N/A	46			0.00						
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	112	4		0.00%						
December 2017 December 2017		OP-15B-RD OP-3D	Interval Zone 1 Areas		Benchmark Benchmark	90.00%	3			0.00%						
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	90.00% N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
December 2017	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	2		0.00%	3	3	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	48	-	0.0070							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	21			33.07%						
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	144			33.07 /6						
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	6									
December 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2		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		0.0070	-		100.0070	0.0070		
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	7	2	3.50							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A		1	8.00	0.00						
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	44	2								
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	142	42	3.38							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40									
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	195	49	3.98							
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	6		6.00							
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24		3.00							
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3		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			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	_		0.00%	4	4	100.00%	0.007.0		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24			0.00%	-	-		5.50%		
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	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16262.35	12,805	1.27							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23085.25	19,494	1.18							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4022.10	4,905	0.82							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4611.22	4,905	0.94							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	678.30	1,785	0.38							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.48		1.08							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2007.78	1,785	1.12							
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	PO-1-IMA GUI	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	2.82							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7843.80	7,690								
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6640.50	5,825	1.14							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14484.30	7,690	1.88							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2354.40	1,080	2.18							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	626.94	1,161	0.0.							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2981.34	1,080	2.76							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3885.15	0,000	0.00							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.75	13,425								
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11805.90	6,585								
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	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	873.54	1,899								
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1226.36	989	1.2.4							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2382.40									
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2482.00									
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53331.04	2,801	19.04							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55813.04	3,650								
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8588.50	4,825	1.78							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8251.88									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67146.73	6,901								
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26733.00									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48301.60									
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4000.00	800								
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17608.50	5,031	3.50							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3926.00	3,020	1.30							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5518.70	.,,	0							
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,790		82.22%							
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	37	1 2000 100							
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282									
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,790									
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	27								
December 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282									
December 2017	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	589:00									
December 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27								
December 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	278		10010070							
December 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,639	1,639								
December 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8									
December 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	135	136								
December 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	336									
December 2017		PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3								
	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	15		47.14%	1	69	1.45%	11.95%	-9.364805	-6.693
December 2017 November 2017		BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,594	1,594	100.00%							

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
November 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	962,736	962,736	100.00%							
November 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,082	3,082	100.00%							
November 2017 November 2017	Billing Billing	BI-4A BI-4B	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A N/A	2,594 3.082	2,596 3.082	99.92%	2.77%	50,666	51,037	99.27%	8.49%	-3.80236	-3.31167
	Database Updates	DB-1B	Reciprocal Compensation (MOU):	Reciprocal Compensation LIDB	Diagnostic Diagnostic	N/A	3,082	2.972.123	1.01							
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	4129.38	24,408	0.17							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
November 2017	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
November 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
November 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
	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	0								
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	17		49.22%	10	11	90.91%	28.75%	1.427968	-0.13185
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
	Maintenance and Repair	MR-5A	All Troubles Cleared wii 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A N/A	3	4	75.00% 41.67%							
	Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared wi 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	10			49.81%	40	40	92.31%	26.65%	2.817371	0.7128
	Maintenance and Repair Maintenance and Repair	MR-5A MR-5R	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	21	46	71.43%	49.81% 45.18%	12	13	92.31% 75.00%	26.65% 43.30%	-0.299654	-1.18217
November 2017 November 2017	Maintenance and Repair	MR-5B	All Troubles Cleared Wi 4 Hours-Zone 2 All Troubles Cleared Wi 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity	N/A	5	1	0.00%	45.18%	12	16	75.00%	43.30%	-0.299654	-1.18217
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2		50.00%	12	16	75.00%	43.30%	0.024577	-0.985051
November 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	12	25.00%	43.30%	303	697	43.47%	49.57%	0.985589	-0.40080
	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	-0.23115
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	56:14		56:14	0:00	22.50		2.02	1.30	1.204041	0.23113
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:00	4	3:30	2:00	64:48	3	21:36	32:00	-0.740585	-1.45024
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	7:39	11:06	64:48	3	21:36	32:00	-0.711678	-1.4326
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	237:26	46		2:42	28:40	11	2:36	1:29	2.747781	0.67053
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	485:48	39	12:27	9:51	171737:14	3,469	49:30	50:31	-4.554863	
	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	-0.48178
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						
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7:05	2	3:32	4:03	41:25	12	3:27	2:04	-0.00752	
	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	47:20	43:23	-2.339334	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	17	23.53%	42.42%	0	14	0.00%	0.00%	1.435028	-0.12756
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%	0	5	0.00%	0.00%		
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	24	16.67%	37.27%	0	5	0.00%	0.00%	0.132254	
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	46	13.04%	33.68%	0	14	0.00%	0.00%	0.888643	
	Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1	39	2.56% 14.29%	15.81% 34.99%	515	3,770 16	13.66% 18.75%	34.34% 39.03%	-2.007432 -0.252397	-2.22043 -1.15344
November 2017 November 2017	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A N/A	1	7	0.00%	34.99%	3	16	18.75%	39.03%	-0.252397	-1.15344
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity Parity	N/A	0	1	50.00%	50.00%		16	18 75%	39.03%	0.239836	-0.85419
	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 N/A	1	2	12.50%	33.07%	107	903	18.75%	39.03%	-0.350752	
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	1.089	2.20%	14.68%	27	2.099	1.29%	11.27%	2.180303	
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	69,352	0.00%	0.54%		54,946	0.00%	11.2770	2.100000	0.0200
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	50	0.00%	0.0470	3.809	289,981	1.31%	11.39%	-0.815717	-1.49592
	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	-1.98624
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	-1.596131
	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	-1.85909
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	-1.33570
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		30	2,392	1.25%	11.13%	-0.449296	-1.27315
November 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	47	21,014	0.22%	4.72%	4,673	436,347	1.07%	10.29%	-11.655261	-8.08589
November 2017	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	18		0.05%	0.27%						-2.84310
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2		0.02%	0.13%						-2.94743
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	20		0.06%							
November 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	13,063	0.03%							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	30		15.00	0.00						
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	36	4		0.00	0.0		00.00	0.00		
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	33	1	0.00	0.00	51 995	312	32.00 166.65	0.00	-0.599223	-1 36430
	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	33	1	100.00%	0.00	51,995	312	166.65	222.68	-0.599223	-1.36430
	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4		0.00%						
November 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	- 4	- 4	0.00%	0.00%	4	- 1	100.00%	0.00%		
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	146	312	46.79%	49.90%	3.719016	1.26100
	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2		0.0076	.40	312	-10.7970	40.3076	0.7 100 10	
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	3	3	100.00%	0.00%		
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64		98.46%							
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	18	20	90.00%	30.00%	1	1	100.00%	0.00%	-1.309172	-1.7959
November 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	98	103	95.15%							
November 2017	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	4	50.00%							
	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%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0	6	0.00%							
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%	0.00%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2								
	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	4	-	2.00							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	198		3.00							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	75		5.00							
	Ordering and Provisioning	OP-4E	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark Benchmark	6.00	195		3.48 6.50							
November 2017 November 2017	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk		6.00 N/A	26	4	6.50 4.00	0.00						
	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	N/A 6.00	42	1	7.00	0.00						
wovernoer 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 Benchmark	6.00	42	6	1.00							
November 2017					Senoninidik		2	2	100.00%	0.00%	-					
	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7						100.00%	0.00%		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77	100.00%	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	95.45%	20.83%	4	4	100.00%	0.00%	-1.020076	-1.620162
November 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	101	107	94.39%	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	100.00%							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6626.60	19,490	0.34							
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16112.88	12,788	1.26							
November 2017	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	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3969.00	4,900	0.81							
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	PO-1-IMA GUI	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								
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								
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								
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								
November 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Contract Validability)	ACCEPT	Diagnostic	N/A	270.72	1,128	0.24							
November 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	890.65	1,895								
November 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1201.70	985								
November 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2363.07	1,895								
November 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2428.75	3,625								
November 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE		N/A	51723.54	2,718								
					Diagnostic											
November 2017	Pre-Ordering	PO-1-IMA GUI PO-1-XML	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A N/A	54152.29	3,625 4.820								
November 2017	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic		8483.20									
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								
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26084.20	6,362								
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								
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4074.90	799								
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17068.00	5,020								
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3922.10	3,017	1.30							
November 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5515.24	1,594	3.46							
November 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,974	2,489								
November 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	52								
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								
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	35								
November 2017	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	395	396								
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								
November 2017	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35								
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	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	10	10	100.00%							
November 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	218	227	96.04%							
November 2017	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	442	442	100.00%							
November 2017	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							
November 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	18	27.78%	44,79%	- 1	50	2.00%	14.00%	-6.698603	-5.072461