

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington December 2017 - December 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.

January 12, 2019

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category						EC Standard Deviation C	TL-Q Numerator (CTL-Q Denominator	CTL-Q Result CTL	-Q Standard Deviation	Modified Z Score	Parity Score
ecember 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,644	1,644	100.00%							
ecember 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	881,284	882,361	99.88%							
ecember 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,052	3,052	100.00%							
ecember 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,756	1,764	99.55%	6.72%	37,704	37,937	99.39%	7.81%	-0.844273	-1.51328
ecember 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,051	3,052	99.99%							
ecember 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,266,389	2,238,793	1.01							
ecember 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2106.58	26,083	0.08							
ecember 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
ecember 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
December 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
December 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
December 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
December 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
December 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7	14.29%	34.99%	5	14	35.71%	47.92%	0.485682	-0.70472
December 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
December 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	4	7	57.14%							
December 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	14	24	58.33%	49.30%	5	14	35.71%	47.92%	-1.403699	-1.85338
December 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	6	33.33%	47.14%	7	14	50.00%	50.00%	0.187341	-0.88610
December 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
December 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%							
December 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%	7	14	50.00%	50.00%	0.299307	-0.81803
December 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	9	55.56%	49.69%	320	507	63.12%	48.25%	0.146235	-0.91109
December 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	47:51	7	6:50	2:28	108:12	11	9:50	7:17	-0.851907	-1.51792
December 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	20:54	3	6:58	6:04						
December 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25:00	7	3:34	3:00						
December 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	89:49	24	3:45	2:15	108:12	11	9:50	7:17	-2.297408	-2.39672
December 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	164:19	31	5:18	3:52	86172:03	2,991	28:49	31:40	-4.111665	-3.49971
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	70:53	6	11:49	12:51	61:03	13	4:42	2:52	1.774382	0.07874
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0:07	1	0:07	0:00						
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7:10	1	7:10	0:00						
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:43	4	4:26	2:22	61:03	13	4:42	2:52	-0.162788	-1.09896
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	14:31	2	7:15	4:04	29348:23	695	42:14	36:03	-1.369741	-1.83274
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13	823	1.58%	12.47%	28	1,898	1.48%	12.06%	0.207382	-0.87392
December 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	10	62,032	0.00%	12.47 /0	1	49,791	0.00%	0.45%	-0.744812	-1.45281
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	45	0.00%		3.810	250.694	1.52%	12.23%	-0.833265	-1.50658
December 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	214	0.00%		29	2,192	1.32%	11.43%	-1.616777	-1.98293
December 2018 December 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBLINDLED LOOP - ADSL COMPATIBLE		N/A N/A	0	1 227	0.00%	5 70%		2,192	0.11%	11.43%	1.616///	-0.13773
					Parity		4	.,	0.0010	0.1.010	1			0.0070		
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	10,845	0.07%	2.72%	1	876	0.11%	3.38%	-0.34052	-1.20702
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	28	3,359	0.83%	9.09%	28	1,951	1.44%	11.89%	-1.776922	-2.08029
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	11	0.00%		29	2,184	1.33%	11.45%	-0.383779	-1.23332
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	33	18,233	0.18%	4.25%	4,445	382,642	1.16%	10.72%	-12.073728	-8.34030
December 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	20	30,504	0.07%	0.47%						-2.799
December 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	12,943	0.00%	0.03%						-2.99393
December 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	26	30,624	0.09%							
December 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	12,943	0.00%							
December 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	4	6.00	0.00						
December 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	4	0.00%	0.00%						
December 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
December 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
December 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	72	74	97.30%							
December 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	3	3	100.00%	0.00%		
December 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	24	28	85.71%							
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%	i						
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	3	4	75.00%							
December 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	3	33.33%							
December 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
December 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	144	56	2.57							
December 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	23	5	4.60							
December 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	150	33	4.55							
December 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	6	2	3.00							
December 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	31	3	10.33							
December 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	3.634	3.642	99.78%							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	11,838	0.28							
December 2018 December 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	3286.28 7545.61	11,838	0.28				-			
December 2018 December 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL		N/A N/A	10831.89	11,838	0.91							
				REQUEST	Diagnostic			11,838								
December 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic	N/A	739.59		0.47							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	846.46	1,581	0.54							
December 2018	Pre-Ordering			REQUEST	Diagnostic	N/A	491.52	1,204	0.41							
ecember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97.84	1,136	0.09							
December 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	589.36	1,204	0.49							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244.14	1,498	0.83							
December 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	231.60	1,469	0.16							
ecember 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.74	1,498	0.99							
ecember 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	3,560	0.88							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
ecember 2018		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	3,560	2.71							
	Pre-Ordering	PO-1-IIVIA GUI														
ecember 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	448	0.97							
December 2018 December 2018 December 2018 December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)			N/A N/A		448 448	0.97 0.32							
ecember 2018	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI		REQUEST	Diagnostic		434.59									

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 S
ecember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	6,866	0.33							
cember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	3,452	1.05							
cember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00	225	0.10							
cember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	490								
cember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95	225	1.28							
ember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	490								_
cember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,664								_
ember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	673								-
cember 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		TOTAL		N/A	1987.82	1,664								_
			Pre-Order Response Times(Loop Qual Tools)		Diagnostic											_
cember 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523								
cember 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479								
ember 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176								
cember 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							
cember 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							
cember 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							
cember 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							
cember 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3.346								_
cember 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722								_
cember 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP		N/A	1,507	1,918								-
					Diagnostic											-
cember 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	64								
cember 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	222	284								
cember 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,507	1,556	96.85%							
cember 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	19	89.47%							
cember 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	222	228	97.37%							
ember 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2:27	1	2:27							
ember 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	217:28	192	1:08							
cember 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	17	17	100.00%							
cember 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	229	229								_
cember 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1.365	1 365								-
cember 2018 cember 2018	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate		90.00%	1,365	1,300	100.00%				+			-
cember 2018 cember 2018	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs		Benchmark Benchmark	90.00%	9	9 81								-
		(.)		Unbundled Loop AGG-EELs		0.010070	79		0.10010				+			-
cember 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	338	338								
cember 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10								
cember 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	20	10.00%	30.00%	1	57	7 1.759	% 13.13%	-2.416634	1 -2
rember 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,693	1,693								
ember 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	909,805	911,270	99.84%							
ember 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,233	3,233	100.00%							
ember 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	5 94.979	% 21.85%	-10.209233	3 -7
vember 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3 232	3 233				,	-			
vember 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,256,857	3.214.685								-
vember 2018	Database Updates	DB-1C-1	ΔII			N/A	7073.90	121.903								-
		GA-1	Gateway Availability - LSR	Directory Listing	Diagnostic		29.520	29.520								-
ovember 2018	Electronic Gateway Availability				Diagnostic	N/A										
ovember 2018		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520								
vember 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520								
vember 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
vember 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
vember 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
vember 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
vember 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%	7	15	5 46.679	% 49.89%	-1.145644	1 -
ember 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	6		40.0070		10	40.017	40.0070	1.140044	_
vember 2018	Maintenance and Repair	MR-5A					0	6								_
			All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A		9	0.00%							
rember 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	26		39.41%	8	14			-1.440208	
ember 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	6	17			-1.811271	
ember 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	9	10		30.00%	6	17			-2.872457	
rember 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	4 69.689	% 45.97%	-0.325316	3 -
rember 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	1,956	3,258	8 60.049	% 48.98%	-0.815745	5 -
rember 2018	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	4 33:2:	22 32:16	-0.894114	1 -
ember 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	38:59	10	3:54	2:19	79:40	12	2 6:3	38 4:33	-1.408663	3 -
ember 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	1 7:3			
ember 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	40.34 87:55	9		3:58	7:37	1				-
ember 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	86:17	26	01.10	2:30	65:09	10			-1.713566	3 -2
ember 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	228:56	53		3:42	66839:57	2,569			-5.87274	
rember 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4:50	2		0:03	86:22	14			-1.641281	
vember 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	23:50	10		1:34	86:22	14			-3.023172	
vember 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	96:04	8	12:00	9:50	22004:05	667	7 32:5	59 32:09	-1.83448	3 -
ember 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	4 0.009			
vember 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%	2	16	6 12.509	% 33.07%	-0.187523	3 -
ember 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	- 1	6		37.27%	1	1				
ember 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	0	11.11%	31.43%	4		1 100.009			-
rember 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A		26		42 13%	1	16			0.422092	, .
ember 2018 ember 2018		MR-7D	Repair Repeat Report Rate-Zone 1		Parity	N/A	4	26		42.13% 26.42%	479	3.113			-1.568509	
	Maintenance and Repair			Unbundled Loop Analog							479					
rember 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2		0.00%	1	17			-0.334428	
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	10		0.00%	1	17			-0.627311	
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	8	0.00%	0.00%	102	787		% 33.59%	-1.085934	1 -
		MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	859	1.40%	11.74%	32	1,912	2 1.679	% 12.83%	-0.525066	3 .
vember 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	61,984	0.00%		0	49,587	7 0.009	%		
vember 2018 vember 2018			Trouble Rate	Residence	Parity	N/A	0	44			3.230	252.798			-0.754563	3 -
vember 2018 vember 2018 vember 2018		MR-8					Ü	219		6.74%						
vember 2018 vember 2018 vember 2018 vember 2018	Maintenance and Repair Maintenance and Repair			STIB LOOP LINDLINDLING	Darity											
vember 2018 vember 2018 vember 2018 vember 2018 vember 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1				33	2,207			-1.207955	
vember 2018 vember 2018 vember 2018 vember 2018 vember 2018 vember 2018 vember 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1 6	1,246	0.48%	6.92%	1	891	1 0.119	% 3.35%	2.514007	7 (
vember 2018 vember 2018 vember 2018 vember 2018 vember 2018 vember 2018 vember 2018	Maintenance and Repair	MR-8 MR-8 MR-8	Trouble Rate Trouble Rate Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	9	1,246 10,946	0.48%	6.92% 2.87%	1	891 891	1 0.119 1 0.119	% 3.35% % 3.35%	2.514007 -0.257287	7 (
vember 2018 vember 2018 vember 2018 vember 2018 vember 2018 vember 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1 6 9 36	1,246	0.48% 0.08% 1.06%	6.92%	1 1 31 33	891	1 0.119 1 0.119 5 1.589	% 3.35% % 3.35% % 12.46%	2.514007 -0.257287	7 7 - 1 -

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 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	61				3,900	385,917	1.01%	10.00%	-9.010717	
November 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	30,528								-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		0.31%						-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								
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								
November 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	(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	0.00						
November 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	12		0.00		40,863	240	170.26	282.20	-0.819785	-1.498394
November 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	9	88.89%							
November 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	(2	2 0.00%	0.00%	138	240	57.50%	49.43%	-1.638145	-1.995922
November 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	90									
November 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	12									
November 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	10									
November 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	(4								
November 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%			100.00%							
November 2018	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	-		0.00%						
November 2018	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6									
November 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	140									
November 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	34									
November 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	80									
November 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	198									
November 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10									
November 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	30		5.00							
November 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	102				2	2	100.00%	0.00%	-1.779778	-2.082028
November 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	15			0.00%						
November 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	25			0.00%	1,122	1,199	93.58%	24.51%	-1.296396	-1.788153
November 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	REQUEST	Benchmark	95.00%	3,567									
November 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic	N/A	22895.30	- 1,011								
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.63									
November 2018 November 2018	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL REQUEST	Diagnostic	N/A N/A	71602.93 7229.55	- 1,011								
	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic											
November 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	,	0.00							
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23									
November 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20									
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43									
November 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	,								
November 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49									_
November 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL REQUEST	Diagnostic	N/A	14941.08									
November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)		Diagnostic	N/A	26815.00									
November 2018	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE TOTAL	Diagnostic	N/A	6486.00									
November 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	33301.00									
November 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TLGOLO!	Diagnostic	N/A	5674.50									
November 2018 November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A N/A	314.68 5989.18									
	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)		Diagnostic											
November 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST RESPONSE	Diagnostic	N/A N/A	10175.15									
November 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A N/A										_
November 2018 November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	27324.03									
November 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic Diagnostic	N/A	3590.73	.,								
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE		N/A	2317.75									
November 2018 November 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48									
	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A										
November 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	6513.83 1302.71	13,540								
November 2018	Pre-Ordering				Diagnostic											
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-XML	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML)	TOTAL XML Request/Response	Diagnostic Diagnostic	N/A N/A	7816.54 10829.18									-
		PO-1-XML					10829.18									
November 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A										
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	7477392.00 25880.94									-
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	25880.94 40974.96									
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML) Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	3994.25									
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response XMI Request/Response	Diagnostic Diagnostic	N/A	3994.28 19800.00									
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (TN Reservation XML)	XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	9368.80									-
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	AINIL Request/Response		N/A N/A	5960.12	.,,								
November 2018 November 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	1,403									
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs			N/A N/A	26									
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Electronic LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	1 403									
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	1,403	.,,								-
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic Diagnostic	N/A	28									-
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-2B PO-3X	All Flow-through Eligible LSRs Electronic LSRs Rejected Manually		Diagnostic	N/A N/A	390:54									-
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)		Product Aggregate	Diagnostic Benchmark	N/A 95.00%	390:54									
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-5A-(a) PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate		95.00%										
November 2018 November 2018	Pre-Ordering Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark Benchmark	95.00%	1.290									-
	Pre-Ordering Pre-Ordering	(-)														-
November 2018		PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	3									
November 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	115									
November 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	327									_
November 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	E141	Benchmark	00.0070	2		100.0070							
November 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10									
November 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1 737	15			1	47	2.13%	14.43%	-1.060666	-1.644839
October 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	.,	1,1.00								
October 2018 October 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	914,215									
	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,783	2,783	3 100.00%							

h 00	PID Category	PID	PID Title	Product Category	Standard	Benchmark								L-Q Standard Deviation		
ober 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,432	2,435	99.88%	3.51%	52,760	53,046	99.46%	7.32%	-2.740713	-2.6662
ober 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,782	2,783	99.98%							
ober 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,787,149	2,750,740	1.01							
ber 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1567.73	24,436	0.06							
per 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
ber 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
ber 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
ber 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
ber 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
ber 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
er 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
per 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	2	3	66.67%	47.14%	-0.92582	-1.562
per 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
er 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2	0.00%							
er 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	14	21.43%							
ner 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	23	43 48%	49.57%	1	2	50.00%	50.00%	-0.514837	-1.312
er 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	4	6	66.67%	47.14%	-0.327327	-1.199
er 2018	Maintenance and Renair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LINBUNDI ED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%		-	-			***************************************	
er 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7		87.50%	33.07%	4	6	66.67%	47.14%	-0.818317	-1.497
r 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 41 hours	Business	Parity	N/A	3	5	60.00%	48 99%	421	624	67.47%	46.85%	-0.062314	-1.037
er 2018	Maintenance and Repair	MR-5X		SUB-LOOP UNBUNDLING	Parity	N/A	3	3	100.00%	0.00%	2.048	3,452	59.33%	49.12%	-0.827858	-1.503
er 2018 er 2018	Maintenance and Repair	MR-6B	Out of Service cleared w/i 24 hours Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING		N/A	22-49	1		0.00%	26677:11		59.33% 40:40	49.12% 96:52	-0.827858 -0.184144	-1.503
					Parity			1	22:49	0.00		656				
er 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9:04	4	2:16	1:06	21:52	3	7:17	8:06	-0.810992	-1.493
er 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	3:18	1	3:18	0:00	3:50	2	1:55	2:09	-0.631062	-1.383
r 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	16:19	2	8:10	1:50	37:10	3	12:23	7:36	-0.609714	-1.3
r 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	155:53	14	11:08	9:06	37:10	3	12:23	7:36	-0.259396	-1.15
2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	146:02	23	6:21	4:51	17:55	2	8:57	10:43	-0.330365	-1.20
r 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	291:42	40	7:18	7:08	75614:27	2,722	27:47	48:08	-2.67269	-2.6
2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	26:11	8	3:16	3:02	18:09	5	3:38	0:59	-0.63898	-1.38
2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:46	1	14:46	0:00						
2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	34:20	8	4:18	5:20	18:09	5	3:38	0:59	-0.271508	-1.16
2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	36:42	10	3:40	2:06	28005:55	690	40:35	94:53	-1.221597	-1.74
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	0.00%	0.00%		
2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0		0.00%	0.00%	0	2	0.00%	0.00%		
2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	4	0.00%	0.00%	0	2	0.00%	0.00%		
		MR-7D					0	1			0	2		47.14%	-0.774597	-1.4
2018	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%	1	3	33.33%			
018	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%	47.14%	-0.873273	-1.5
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	0.00%	0.00%	-0.028927	-1.0
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	13.11%	33.75%	0.618069	-0.62
2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	8	12.50%	33.07%	0	6	0.00%	0.00%	-0.180012	-1.1
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%						
018	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	0.00%	0.00%	-0.180012	-1.1
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	12.58%	33.16%	-1.192078	-1.7
018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	881	1.36%	11.59%	9	1,931	0.47%	6.81%	3.235698	0.9
2018	Maintenance and Repair	MR-8	Trouble Rate	I IS Trunk	Parity	N/A	1	62 080	0.00%	0.40%	2	49 827	0.00%	0.63%	-0.630625	-1.3
2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	44	0.00%		3.284	255.619	1.28%	11.26%	-0.756662	-1.4
2018	Maintenance and Renair	MR-8	Trouble Rate	SUB-LOOP LINBUNDLING	Parity	N/A	1	222	0.45%	6.70%	9	2.230	0.40%	6.34%	-0.288688	-1
2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A		1.278	0.23%	4.84%	2	898	0.33%	5.77%	-0.395345	-1.2
2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	14	11.060	0.23%	3.56%	3	898	0.33%	5.77%	-1.036323	-1.2
								,	011010	0.0070	3		0.0010			-1.6
018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	31	3,454	0.90%	9.43%	8	1,982	0.40%	6.34%	2.764251	
018	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	-1.1
018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	50	18,651	0.27%	5.17%	4,037	390,304	1.03%	10.12%	-10.104372	-7.1
018	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%						-2.8
18	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	12,847	0.02%	0.30%						-2.9
18	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%							
18	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%							
18	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%		
018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
18	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	104	126	82.54%							
018	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%		
18	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	21	71.43%		-	-				
118	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	4	75.00%							
18	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	9	100.00%	0.00%	2	2	100.00%	0.00%		
	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark	90.00%	11	11	100.00%	0.00%	3	3	100.00%	0.00%		
118		OP-3E OP-3E						11		0.00%	0		0.000	0.00%		
18	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4		100.00%	0.00%	0	1	0.00%	0.00%		
18	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
18	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		
18	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
18	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	155	53	2.92							
18	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	8	2	4.00							
18	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	111	20	5.55							
18	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	6	3	2.00							
18	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
18	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Canable	Benchmark	5.50	15	3	5.00							
018	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							
118	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-5A	Interval Zone 2 Areas New Service Installation Quality	Unbundled Loop Analog		6.00 N/A	15	3	100.00%	0.00%			100.00%	0.00%		
					Parity		5	5		0.0070	5	5		0.0070		
018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0	
018	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
018	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%		
018	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	-1.3
2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,028	4,037	99.78%							
2010			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22789.30	94,070	0.24							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48697.53	60,590	0.80							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71486.83	94,070	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		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 Check)	REQUEST	Diagnostic	N/A	12583.39	15,325	0.82							
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	15,325	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			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	Diagnostic	N/A	5984.08	5,820	1.03							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10159.15	24,940	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	1,815	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	13,540	0.48							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
October 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	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	775	5.15							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
October 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,721	2,282	75.42%							
October 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	50	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	225	4:01							
October 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	33	33	100.00%							
October 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	328	331	99.09%							
October 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,512	1,522	99.34%							
October 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	7	8	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%	4	4	100.00%							
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%	6 12.31%	-0.660712	-1.4016
September 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,657	1,658	99.94%							
September 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	910,203	910,203	100.00%							
September 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,357	3,357	100.00%							
September 2018		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,830	1,837	99.62%	6.16%	67,747	68,055	99.55%	6.71%	-0.450643	-1.2739
September 2018		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,357	3,357	100.00%							
September 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,848,676	2,811,880	1.01							
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1619.28	18,849	0.09							_
September 2018		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							_
September 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							_
September 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,800	28,800	100.00%							_
September 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,400	41,400	100.00%							_
September 2018		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,125	40,125	100.00%							_
p	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,500	25,500	100.00%							_
September 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	7	7	100.00%	6 0.00%	1.690622	0.0278
September 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						_
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	4	25.00%							
September 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	12	41.67%							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	25	76.00%	42.71%	6	7	85.71%		-0.02791	
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	6	11	54.55%	6 49.79%	-1.187542	-1.7219
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
September 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
September 2018	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	0-1.00 /		0.416666	
September 2018	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			-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				
September 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	17:27	1	17:27	0:00		536				
September 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	27:21	5	5:28	3:20	12:46	6	2:08	8 1:07	2.096927	0.274
September 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	4:42	1	4:42	0:00						
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	21:14	4	5:19	2:36						
			Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77:09	12	6:26	6:15						
eptember 2018	Maintenance and Repair	MR-6D														
September 2018 September 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	94:30 219:02	25 31	3:47 7:04	3:19 5:51	25:33 65961:55	5 1.900	5:07 34:43			1.270

Month September 2018	PID Category	PID MR-6F	PID Title Mean Time to Restore Interval Zone 2	Product Category	Standard	Benchmark N/Δ	CLEC Numerator 6:18	CLEC Denominator	CLEC Result CL 3:09	EC Standard Deviation 0:23	CTL-Q Numerator 59:24	CTL-Q Denominator	CTL-Q Result C1 6:36	L-Q Standard Deviation 5:23	Modified Z Score	Parity Scor
eptember 2018 eptember 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	Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A N/A	6:18	2	3:09 10:45	0:23	59:24	9	6:36	5:23	-u.820782	-1.4
		MR-6E				N/A N/A		1								
ptember 2018		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	2:36 48:56	1	2:36 12:14	0:00 6:25	59:24			5:23		-0.0889
tember 2018		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	48:56 26:03	4		2:47		9	6:36		1.498513	
ptember 2018 ptember 2018	Maintenance and Repair Maintenance and Repair	MR-7B	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA	Unbundled Loop Analog SUB-LOOP UNBUNDLING	Parity	N/A N/A	26:03	6	4:20 0.00%	0.00%	21366:39	548	38:59	36:30 0.00%	-2.312677	-2.4060
ptember 2018 ptember 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity Parity	N/A	0	5	20.00%	40.00%	0	2	11.11%	31.43%	-0.264741	-1.160
otember 2018		MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A N/A	0	5	0.00%	40.00%	- 1	9	11.11%	31.43%	-0.264741	-1.160
ptember 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
entember 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	12	0.00%	0.00%						
eptember 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	25	20.00%	40.00%	- 1	9	11.11%	31.43%	0.032029	-0.980
eptember 2018		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%	34.02%	-1 64664	
eptember 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	31	50.00%	50.00%	2	2,204	18.18%	38.57%	0.194028	
eptember 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LINBLINDI ED LOOP - ADSL COMPATIBLE	Parity	N/A	0	- 2	0.00%	0.00%	2	- 11	10.10%	30.37%	0.194028	-0.002
ptember 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%						
ptember 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	-1.490
eptember 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	59	633	9.32%	29.07%	-0.781623	
eptember 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	897	0.78%	8.80%	18	1.964	0.92%	9.53%	-0.354452	-1.475
otember 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A		61.936	0.00%	0.40%	0	50.875	0.92%	9.55%	-0.354452	-1.210
ptember 2018		MR-8	Trouble Rate	Residence	Parity	N/A	0	45	0.00%	0.40%	2,391	257,992	0.93%	9.58%	-0.648749	-1.394
ptember 2018		MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	- 1	224	0.45%	6.67%	2,391	2.268	0.88%	9.35%	-0.66496	
ptember 2018 ptember 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1,310	0.45%	6.17%	20	2,268	0.88%	9.35%	-0.66496	-1.404
ptember 2018 ptember 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	13	1,310	0.38%	3.40%	0	912	0.00%			
ptember 2018 ptember 2018	Maintenance and Repair	MR-8	Trouble Rate			N/A	13	3.539	0.12%	9.02%	18	2.013	0.00%	9.41%	-0.284426	-1.172
ptember 2018 ptember 2018		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity	N/A N/A	29	3,539	0.82%	9.02%	18	2,013	0.89%	9.41%	-0.284426 -0.312701	-1.172
		MR-8 MR-8	Trouble Rate	12 11 11 11	Parity	N/A N/A	37	11 18.951	0.00%	4.41%	20	2,259 393.676	0.89%	9.37%	-0.312701 -8.556502	-1.190
ptember 2018 ptember 2018	Maintenance and Repair Network Performance	MR-8 NI-1A	Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog	Parity	N/A N/A	37	18,951	0.20%	4.41%	2,917	393,676	0.74%	8.58%	-8.556502	-6.201 -2.876
p. 10 . 10 . 10	Network Performance Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl Trunk Blockage to CTL-Q End Ofc wi TGSR excl		Parity	N/A N/A		30,456 12,919	0.04%	0.0.10						
ptember 2018 ptember 2018		NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Parity	N/A N/A	3	12,919	0.02%	0.12%						-2.932
		NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A N/A	14	30,576 12,919	0.05%							
ptember 2018 otember 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 Unbundled Loop Analog	Diagnostic Parity	N/A N/A	3 12	12,919	0.02% 12.00	0.00	51 110	281	181 89	269.96	-0.628185	-1.381
	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD		Unbundled Loop Analog Unbundled Loop Analog		N/A	12	1	100.00%	0.00%	51,110	281	50.53%	269.96 50.00%	3.719016	
ptember 2018		OP-15B-RD	Pending Orders Delayed for Facilities	1	Parity	N/A	- 1	1 4	100.00%		142	281			3.719016	1.26
ptember 2018		OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity		4			0.00%	4	4	100.00%	0.00%		
ptember 2018	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57	69	82.61%	0.000/			400.000/	0.000/		
otember 2018	Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	10	10	100.00%	0.00%	4	4	100.00%	0.00%		
otember 2018	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	19	94.74%							
otember 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%				100.00%	0.00%		
ptember 2018 otember 2018		OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	LIS Trunk	Parity Benchmark	N/A 90.00%	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
eptember 2018 entember 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		90.00% N/A	2	2	100.00%	0.00%						
		OP-3E			Parity	N/A 90.00%	1	1	100.00% 87.50%	0.00%						
eptember 2018	Ordering and Provisioning	OP-3E OP-4D	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00% N/A	/	8	87.50%							
eptember 2018			Interval Zone 1 Areas	LIS Trunk	Parity		4	1		0.00	5	1	5.00	0.00		
eptember 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark	6.00	275	54	5.09							
eptember 2018	Ordering and Provisioning	01 40	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable		6.00	12	4	3.00 4.45							
eptember 2018	Ordering and Provisioning	OP-4D OP-4F	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	5.50		22								
eptember 2018			Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	0.00	5	1	5.00							
eptember 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00 N/A	42	8	5.25				100.00%			
eptember 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity		6	6	100.00%	0.00%	8	8		0.00%		
ptember 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	78	80	97.50%	15.61%	1	1	100.00%	0.00%	-1.965272	
ptember 2018		OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	11	12	91.67%	27.64%	3	4	75.00%	43.30%	-0.666667	-1.405
ptember 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	29	30	96.67%	17.95%	1,135	1,217	93.26%	25.07%	-0.734882	-1.446
ptember 2018	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	6	6	100.00%							
ptember 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,997	2,000	99.85%							
ptember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	288.89	1,536	0.19							
ptember 2018		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	306.37	720	0.43							
tember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	595.26	1,536	0.39							
ptember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
ptember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225	2.22							
tember 2018		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
tember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
tember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
otember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.12							
ptember 2018			Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	3,479	9.22							
tember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	3,479	9.34							
tember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	196.77	236	0.83							
otember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
tember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	6682.77	236	28.32							
tember 2018		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
tember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
tember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	8284.21	1,397	5.93							
otember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	123.61	360	0.34							
otember 2018		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	89.62	720	0.12							
ptember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	213.23	360	0.59							
otember 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	2,326	0.66							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	2,326	3.67							
ptember 2018		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	2,326	4.45							
otember 2018 otember 2018	Pre-Ordering					N/A	67.76	180	0.38							
eptember 2018 eptember 2018 eptember 2018 eptember 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	67.76	100	0.30							
otember 2018 otember 2018			Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	REQUEST RESPONSE	Diagnostic Diagnostic	N/A	1302.71	180	7.24							
otember 2018 otember 2018 otember 2018 otember 2018	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI			-											
ptember 2018 ptember 2018 ptember 2018 ptember 2018 ptember 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							

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
eptember 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							
eptember 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							
eptember 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							
eptember 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							
eptember 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							
eptember 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							
eptember 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							
eptember 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		PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	22	23	95.65%							_
																_
September 2018	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%							
eptember 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	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	107	108	99.07%							
September 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	INP	Benchmark	90.00%	373	379	98.42%							
eptember 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%							
eptember 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	7	16	43.75%	49.61%	0	56	0.00%	6 0.00%		_
				All			1.839			49.01%	U	50	0.00%	0.00%		_
ugust 2018	Billing	BI-2	Invoices Delivered within 10 Days		Parity by Design	N/A		1,840	99.95%							-
lugust 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	951,237	951,237	100.00%							_
ugust 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,687	3,687	100.00%							
ugust 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,127	2,136	99.58%	6.48%	50,115	50,594	99.05%	6 9.68%	-2.456192	-2.4932
ugust 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,687	3,687	100.00%							
August 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,791,558	3,736,924	1.01							
August 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2780.64	35,842	0.08							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30.600	30.600	100.00%							_
August 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XMI	Diagnostic	N/A	30,600	30,600	100.00%							
August 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							_
		GA-3	1			N/A			100.00%							_
August 2018	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic		42,180	42,180								
August 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
August 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	9	66.67%	47.14%	9	11	81.82%	6 38.57%	0.264984	-0.8389
August 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	100.00%							
August 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	9	19	47.37%							
August 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	20	31	64.52%	47.85%	10	12	83.33%	6 37.27%	0.824874	-0.4985
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	5	14	35.71%	6 47.92%	-1.774824	-2.0790
August 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	5	12	41.67%	6 49.30%	-0.338062	-1.2055
August 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	6	66.67%	47.14%	326	530				
August 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	3:06	1	3:06	0:00	74843:11	1,806				
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Canable		N/A	32:39	1	3:38	1:30	40:28					
August 2018					Parity			9	0.00		40:28	6	6:48	5 9:12	-0.642441	-1.3905
August 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4:06	2	2:03	0:01						
August 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	89:02	19	4:41	3:13						
ugust 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	123:51	31	4:00	4:01	42:54	7	6:08			
August 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	489:47	54	9:04	7:49	89296:13	2,325	38:24	4 64:37	-3.298412	-3.0052
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5:10	2	2:35	0:42	136:39	13	10:31	1 13:35	-0.768193	-1.4670
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	24:28	6	4:05	1:09	126:27	11	11:30	0 14:39	-0.997784	-1.606
August 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	49:49	7	7:07	4:32	22245:42	566	39:18	8 64:40	-1.308899	-1.7957
August 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	278					
August 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	0	0.00%	0.00%	2/0	14				1.2000
		MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	-	9	0.00%	0.00%	U	14	0.00%	0.00%		_
August 2018	Maintenance and Repair				Parity		0	2								-
ugust 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	19	0.00%	0.00%						
ugust 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	0.007			
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					
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	1.147			
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				
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%	6 30.68%	-0.902297	
ugust 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	911	1.21%	10.92%	25	1,985	1.26%	6 11.15%		
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	4	46	2.17%	14.58%	2.739				0.293335	-0.8216
August 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	226	0.00%	14.50%	2,739					
-		MR-8		UNBUNDLED LOOP - ADSL COMPATIBLE		N/A				0.05	- 28				-1.59473	-1.9695
ugust 2018	Maintenance and Repair		Trouble Rate		Parity		2	1,337	0.15%	3.86%	0	915				_
ugust 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	11,346	0.17%	4.09%	0	915				
ugust 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	37	3,598	1.03%	10.09%	24					
ugust 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	13	0.00%		28	2,284	1.23%	6 11.00%	-0.400543	-1.2435
ugust 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%	6 9.13%	-7.724288	-5.6960
ugust 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%	6 36.69%	-0.436892	-1.2656
ugust 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%						-2.9143
ugust 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%						-2.9283
ugust 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Old Will GSR excl	LIS Trunk	Diagnostic	N/A	18	31 104	0.02%	0.50%						-2.020
		NI-1C NI-1D		LIS Trunk		N/A N/A	18	13,015	0.06%					_		_
ugust 2018	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl		Diagnostic		3	13,015								_
ugust 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						_
ugust 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	9 273.25	-1.014873	-1.616
ugust 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%						
ugust 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%	6 50.00%	-0.017389	-1.010
ugust 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	- 1	100.00%							
ugust 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%		6	83.33%	6 37.27%	-0.632456	-1.384
agast 2010		OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57	65	87.69%	0.00%	5		00.33%	31.2170	-0.032430	-1.30%
ugust 2018	Ordering and Provisioning															

	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator				CTL-Q Numerator	CTL-Q Denominator			Modified Z Score	Parity Score
August 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	16	16	100.0070	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								
August 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	72	16	4.50							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
August 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	6		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	13	4		0.00%		0	100.00%	0.00%		
	Ordering and Provisioning	OP-5A	New Service Installation Quality		Parity	N/A	87	91		20.50%	8	8	100.00%	0.00%	-0.553356	-1 33641
August 2018		OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		N/A	24	24		0.00%	0		100.00%	0.00%	-0.553356	-1.3304
August 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality		Parity	N/A	30	32			1 498	1.592	94 10%	23.57%	-0 186722	
August 2018	Ordering and Provisioning			Unbundled Loop Analog	Parity					24.21%	1,498	1,592	94.10%	23.57%	-0.186722	-1.11351
August 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	761	764								
August 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	11,838	0.00							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	8,278	0.91							
August 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	11,838	0.92							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,581	0.47							
August 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	846.46	1,581	0.54							
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	491.52	1,204	0.41							
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97.84	1,136								
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	589.36									
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	1244.14	1,498								
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE		N/A	231.60	1,469								
				TOTAL	Diagnostic	N/A	231.60	1,469								
August 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic											
August 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	3,560								
August 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
August 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	3,560								
August 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	448	0.97							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	448	0.32							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	448	1.29							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	3,452	0.39							
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	6,866	0.33							
August 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	3.452								
August 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00	225								
August 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	490								
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE		N/A	286.95	225								
August 2018					Diagnostic											
August 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	490								
August 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,664								
August 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	38560.40	1,660								
August 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39245.51	1,664	23.59							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	19.45							
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
August 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Loop Qual Tools XML)	XMI Request/Response	Diagnostic	N/A	40974.96	4.568								
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775								
	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Weet Form Inquiry XWL)	XML Request/Response		N/A	19800.00	5.280								
August 2018					Diagnostic											
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346								
August 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722								
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,916	2,449								
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	56	00.0070							
August 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	297									
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,916	1,979								
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	33	35	94.29%							
August 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	297	299								
August 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	534:07	252								
August 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	33	33								
August 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	299	299								
August 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1,699									
August 2018 August 2018	Pre-Ordering Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,699	1,699								
				00 0												
August 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	102									
August 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	454	454								
August 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	22	22								
August 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	12		43.30%	3	56	5.36%	22.52%	-2.742359	-2.66723
July 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,651	1,651	100.00%							
July 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	914,133	914,583								
July 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,045	4,045	100.00%							
July 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,803	1,803	100.00%	0.00%	51,281	52,102	98.42%	12.45%	-5.282067	-4.21126
July 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,045	4,045	99.99%							
July 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4.960.887	4,670,943								
July 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1855.55	21.243								
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI		N/A	30.060	30.060								
		GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A N/A	30,060	30,060								
July 2018	Electronic Gateway Availability				Diagnostic											
July 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060								
uly 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900								
July 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	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
uly 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
ıly 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ly 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	9	55.56%	49.69%	0	1	0.00%	0.00%		
ly 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	10	60.00%							
ly 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	50.00%							
ly 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	22	86.36%	34.32%	2	3	66.67%	47.14%	-0.678903	-1.4127
ly 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	6	100.00%	0.00%	9	12	75.00%	43.30%	-1.154701	-1.7020
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	70.00%	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	60.39%	48.91%	-2.65523	-2.61426
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	47.32%	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	37:06	35:51	0.762101	-0.5366
uly 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	2:25	1	2:25	0:00	20922:40	495	42:16	39:22	-1.011154	-1.6147
ulv 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	39:38	9	4:24	3:19	11:46	1	11:46			
uly 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39:57	10	4:00	1:41						
ulv 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	61:09	6		8:41						
uly 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	69:18	22	3:09	2:12	12:11	2	6:06	8:02	-0.496288	-1.3017
ulv 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	243:41	34		7:39	76948:26	2.125			-4.703534	
ıly 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:52		1:49	1:18	27:18	10			-1.095367	-1.6659
ıly 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:13	4	3:13	0:00	27.10	10	2.44	1.37	-1.000001	-1.0000
		MR-6E						1		0:54	23:21		0.00	1:40	0.01504	0.000
ıly 2018	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:34	2	2:47			9	2:36			
uly 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	26:06	2		14:11	24254:22	612	39:38	37:59	-0.987911	-1.6006
uly 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%						
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		34.06%	-0.392874	
uly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	9	11.11%	31.43%	0	3	0.00%	0.00%	-0.67449	-1.4100
uly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	10	0.0070	0.00%						
uly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	6	0.00%	0.00%						
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	0.00%	0.00%	-0.197446	-1.1200
uly 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	34	5.88%	23.53%	337	2,537	13.28%	33.94%	-1.263096	-1.7679
uly 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	5	12	41.67%	49.30%	-1.690309	-2.0276
uly 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ılv 2018	Maintenance and Renair	MR-7F	Renair Reneat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	5	12	41.67%	49.30%	-1 106567	-1 6727
ıly 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	105	722	14.54%	35.25%	-0.582595	-1.3541
ulv 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15	942		12.52%	13	2 007			2.981493	
aly 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	13	64,168		0.39%	13	51.355	0.0070	0.000.0	2.001400	0.0120
	Maintenance and Repair	MR-8	Trouble Rate	Residence		N/A	- 1	47	2.13%	14.43%	2.681	263 504		10.04%	0.301016	-0.8169
uly 2018		MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1		0.88%	9.37%	2,681				0.00.0.0	
ıly 2018	Maintenance and Repair				Parity		2	226				2,316			0.114556	-0.9303
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10	1,374	0.73%	8.50%	0	921				
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	11,481		2.29%	0	921				
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	24	3,706	0.65%	8.02%	13	2,064		7.91%	0.081707	
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	14	0.00%		15	2,307			-0.301779	
uly 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	36	19,340	0.19%	4.31%	3,259	401,779	0.81%	8.97%	-9.46497	-6.75429
uly 2018	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	512	575	89.04%	31.23%	-0.350476	-1.21307
uly 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	30,936	0.00%	0.04%						-2.9911
uly 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,015	0.01%	0.14%						-2.9666
uly 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	31.320	0.05%							
ulv 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13.015	0.01%							
uly 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	6	2	3.00							
ulv 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	- 1	100.00%	0.00%	555	557	99.64%	5.98%	-0.059976	-1.0364
uly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	- 1		100.00%	0.0070	000	001	00.0470	0.0070	0.000070	1.0004
aly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	45	53								_
		OP-3D				N/A	17	17		0.00%			100.00%	0.00%		_
ıly 2018	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity				100.00%	0.00%	1	1	100.00%	0.00%		
ıly 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	45	47								
ıly 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	15									
uly 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	0	1	0.0010							
uly 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	30								
uly 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	16	5	3.20							
uly 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	255	48								
uly 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	18	3	6.00							
uly 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
uly 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	7	3	2.33							
uly 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	0	1	0.00%	0.00%	1,443	1,578	91.44%	27.97%	1.364975	-0.1701
uly 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	68	71	95.77%	20.12%	2	2	100.00%	0.00%	-1.398042	-1.8499
ılv 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	18	18		0.00%	17	17		0.00%		-
aly 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	50	51	98.04%	13.86%	1.256	1.341	93.66%	24.37%	-1.259381	-1.7656
aly 2010 aly 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	4 041	4 051	99.75%	10.0076	1,230	1,041	55.0076	24.37 /6	1.235001	000
aly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST		N/A	6428.73	19.481	0.33							_
ily 2018 ilv 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic Diagnostic	N/A	16785 60	19,481	1.30							_
		PO-1-IMA GUI		TOTAL		N/A N/A	16785.60	12,912	1.30							_
uly 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic											
ıly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4091.07	4,929	0.83							
ıly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4634.07	4,929	0.94							
uly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	927.57	1,893	0.49							
ly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1439.94	1,398	1.03							
ly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2367.51	1,893	1.25							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3075.82	3,751	0.82							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	5406.80	3,862	1.40							
ly 2018				TOTAL	Diagnostic	N/A	8482.62	3,751								
uly 2018 uly 2018 uly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL												
ıly 2018 ıly 2018 ıly 2018	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	-	N/A		7.759								
uly 2018 uly 2018 uly 2018 uly 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8379.72	7,759	1.08							
ıly 2018 ıly 2018 ıly 2018	Pre-Ordering				-				1.08							

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
uly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	658.35	1,197	0.00							
uly 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3298.72	1,153								
uly 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4044.30									
uly 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8474.76	13,452								
uly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12519.06	6,630								
uly 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	142.32	1,186								
uly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	892.86	1,941	0.46							
uly 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1199.25	975	1.23							
luly 2018	Pre-Ordering	PO-1-IMA GUI	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		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-XMI	Pre-Order Response Times (Annt. Scheduler XML)	XMI Request/Response	Diagnostic	N/A	8674.93	4 639								
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-XMI	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25030.20	6.418								
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	0.00							
July 2018	Pre-Ordering	PO-1-XMI	Pre-Order Response Times (Meet Point Inquiry XMI)	XMI Request/Response	Diagnostic	N/A	4295 10	834								
	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML				N/A	4295.10 18659.10	5.043								
July 2018			Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic											
July 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3950.10	3,591								
July 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5909.04	1,698								
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,812	2,277								
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	49								
July 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	268	343								
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,812	1,850	97.95%							
July 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	33								
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								
July 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	31	31								
July 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	257									
July 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1,638									
July 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,030	1,030	100.00%							
						90.00%	139	139								
July 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark											
July 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	395	396								
July 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1								
July 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3								
July 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	43		0.00%	1	53	1.89%	13.61%	-0.130927	-1.0795
June 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,867	1,870	99.84%							
June 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	972,877	972,877	100.00%							
June 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4,280	4,280	100.00%							
June 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,013	2,014	99.95%	2.23%	77,284	78,701	98.20%	13.30%	-5.834961	-4.5474
June 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,280	4,280	100.00%							
June 2018	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
June 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,242,133	4,119,370	1.03							
June 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2068.56	22.009	0.09							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29.340	29.340	100.00%							
June 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29.340	29.340	100.00%							
lune 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XMI	Diagnostic	N/A	29.340	29.340								
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,700									
June 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RenairGUI	Diagnostic	N/A	40.485	40,485								
June 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,580	,								
			1-2					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		45.83%	5	8	62.50%	48.41%	-0.326599	-1.1985
June 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	5	1010010							
June 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	9	88.89%							
June 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	13	21		48.56%	5		00.0070		-0.320713	
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	4		0.00%	13	20	65.00%	47.70%	-1.339728	-1.8144
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
June 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	13	19	68.42%	46.48%	-0.537519	-1.3267
June 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3	66.67%	47.14%	336	481	69.85%	45.89%	-0.413387	-1.2513
		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		48.61%	0.297647	-0.8190
June 2018	Maintenance and Repair			SUB-LOOP UNBUNDLING	Parity	N/A	92:08		92:08	0:00	62158:17	2,124	29:16			0.0243
June 2018 June 2018	Maintenance and Repair Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA			N/A	34:42	10		3:36		2,124				
June 2018	Maintenance and Repair	MR-6A		Enhanced Extended Loons - DS1 Canable			34.42	10	3.20		20.41		4.17	2.20	-0.072076	
June 2018 June 2018	Maintenance and Repair Maintenance and Repair	MR-6A MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity		26-47	E	7.45	7.00						
lune 2018 lune 2018 lune 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6A MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	36:17	5								
lune 2018 lune 2018 lune 2018 lune 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	20:41	9	2:18	1:54					0.5405:-	4.00
lune 2018 lune 2018 lune 2018 lune 2018 lune 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity	N/A N/A N/A	20:41 84:14	9 21	2:18 4:01	1:54 3:05	31:48	7	4:33			
lune 2018 lune 2018 lune 2018 lune 2018 lune 2018 lune 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity Parity	N/A N/A N/A	20:41 84:14 251:04	9 21 51	2:18 4:01 4:55	1:54 3:05 4:18	31:48 63392:37	7 2,225	28:29	74:18	-2.239989	-2.3618
lune 2018 lune 2018 lune 2018 lune 2018 lune 2018 lune 2018 lune 2018	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A	20:41 84:14 251:04 10:43	9 21 51	2:18 4:01 4:55 2:41	1:54 3:05 4:18 1:11	31:48	7 2,225 17	28:29	74:18	-2.239989	-2.3618
June 2018 June 2018 June 2018 June 2018 June 2018 June 2018 June 2018 June 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	20:41 84:14 251:04 10:43 11:45	9 21 51	2:18 4:01 4:55 2:41 11:45	1:54 3:05 4:18 1:11 0:00	31:48 63392:37		28:29	74:18	-2.239989	-2.3618
June 2018 June 2018 June 2018 June 2018 June 2018 June 2018 June 2018 June 2018 June 2018	Maintenance and Repair Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	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 - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	20:41 84:14 251:04 10:43 11:45 12:38	9 21 51	2:18 4:01 4:55 2:41 11:45 12:38	1:54 3:05 4:18 1:11 0:00	31:48 63392:37 96:10	17	28:29 5:39	74:18 6:00	-2.239989 -0.892192	-1.5424
lune 2018 lune 2018 lune 2018 lune 2018 lune 2018 lune 2018 lune 2018 lune 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	20:41 84:14 251:04 10:43 11:45 12:38 13:19	9 21 51	2:18 4:01 4:55 2:41 11:45	1:54 3:05 4:18 1:11 0:00	31:48 63392:37		28:29 5:39	74:18 6:00	-2.239989	-2.3618 -1.5424 -1.1502
une 2018 une 2018 une 2018 une 2018 une 2018 une 2018 une 2018 une 2018 une 2018	Maintenance and Repair Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	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 - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	20:41 84:14 251:04 10:43 11:45 12:38	9 21 51	2:18 4:01 4:55 2:41 11:45 12:38 4:26	1:54 3:05 4:18 1:11 0:00 0:00 3:43	31:48 63392:37 96:10	17	28:29 5:39 5:23	74:18 6:00	-2.239989 -0.892192 -0.247109	-2.361i -1.542i -1.150
une 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LLS Trunk 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	20:41 84:14 251:04 10:43 11:45 12:38 13:19	9 21 51 4 1 1	2:18 4:01 4:55 2:41 11:45 12:38 4:26	1:54 3:05 4:18 1:11 0:00 0:00 3:43	31:48 63392:37 96:10 86:11	17	28:29 5:39 5:23 43:20	74:18 6:00	-2.239989 -0.892192 -0.247109	-2.361i -1.542i -1.150
une 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	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 - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	20:41 84:14 251:04 10:43 11:45 12:38 13:19	9 21 51 4 1 1	2:18 4:01 4:55 2:41 11:45 12:38 4:26 5:44 0.00%	1:54 3:05 4:18 1:11 0:00 0:000 3:43 2:46	31:48 63392:37 96:10 86:11	17 16 624	28:29 5:39 5:20 43:20 0.00%	74:18 6:00 6:06 288:45 0.00%	-2.239989 -0.892192 -0.247109	-2.361i -1.542i -1.150
une 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-7A MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp will MSA Repair Repeat Report Rate-Zone 1	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 - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Nalog SUB-LOOP UNBUNDLING	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	20:41 84:14 251:04 10:43 11:45 12:38 13:19	9 21 51 4 1 1 3 9	2:18 4:01 4:55 2:41 11:45 12:38 4:26 5:44 0.00%	1:54 3:05 4:18 1:11 0:00 0:00 3:43 2:46 0.00%	31:48 63392:37 96:10 86:11	16 624 2	28:29 5:39 5:20 43:20 0.00%	74:18 6:00 6:06 288:45 0.00%	-2.239989 -0.892192 -0.247109	-2.3618 -1.5424 -1.1502
une 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repart Repeate Interval Zone 2 Repart Repeate Reproximation Interval Zon	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LLIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - BS1 Capable Unbundled Loop - BS1 Capable Unbundled Loop Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	20:41 84:14 251:04 10:43 11:45 12:38 13:19	9 21 51 4 1 1 3 9	2:18 4:01 4:55 2:41 11:45 12:38 4:26 5:44 0.00%	1:54 3:05 4:18 1:11 0:00 0:00 3:43 2:46 0.00% 30.00%	31:48 63392:37 96:10 86:11	16 624 2	28:29 5:39 5:20 43:20 0.00%	74:18 6:00 6:06 288:45 0.00%	-2.239989 -0.892192 -0.247109	-2.3618 -1.5424 -1.1502
une 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E MR-7A MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Dop will MSA Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LLS Truck Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20:41 84:14 251:04 10:43 11:45 12:38 13:19	9 21 51 4 1 1 3 9 1 1 100 5 9	2:18 4:01 4:55 2:41 11:45 12:38 4:26 5:44 0.00% 10.00% 20.00%	1:54 3:05 4:18 1:11 0:00 0:00 3:43 2:46 0.00% 30.00% 40.00% 31.43%	31:48 63392:37 96:10 86:11	17 16 624 2 10	28:25 5:35 5:25 43:20 0.00% 10.00%	74:18 6:00 6:06 288:45 0.00% 30.00%	-2.239889 -0.892192 -0.247109 -0.387794	-2.3618 -1.5424 -1.1502 -1.2353
une 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-7E MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time in Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Restore Interval Zone 2 Repair Repair Report Restore Interval Zone 1 Repair Repair Report Restore Interval Zone 1 Repair Repair Report Restore 1 Repair Report Restore Interval Zone 1 Repair Report Restore Interval Zone 1	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 Unbundled Loop - DS1 Capable Unbundled Loop - Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A	20:41 84:14 251:04 10:43 11:45 12:28 13:19 51:39 0 1 1 1 1	9 21 51 4 1 1 3 9 1 1 10 5 9	2:18 4:01 4:55 2:41 11:45 12:38 4:26 5:44 0.00% 10.00% 20.00% 11.11%	1:54 3:05 4:18 1:11 0:00 0:00 3:43 2:46 0:00% 30:00% 40:00% 31:43% 34:99%	31:48 63392:37 96:10 86:11 27039:48 0	17 16 624 2 10	28:25 5:35 5:22 43:20 0.00% 10.00%	74:18 6:00 6:06 28:45 0.00% 30.00%	-2.239889 -0.892192 -0.247109 -0.387794 0	-2.361i -1.542i -1.150i -1.235i
une 2018	Maintenance and Repair	MR-6A MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-6E MR-6E MR-7A MR-7D MR-7D MR-7D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Dop will MSA Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LLS Truck Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20:41 84:14 251:04 10:43 11:45 12:38 13:19	9 21 51 4 1 1 3 9 1 1 100 5 9	2:18 4:01 4:55 2:41 11:45 12:38 4:26 5:44 0.00% 10.00% 20.00% 11.11%	1:54 3:05 4:18 1:11 0:00 0:00 3:43 2:46 0.00% 30.00% 40.00% 31.43%	31:48 63392:37 96:10 86:11	17 16 624 2 10	28:25 5:36 5:25 43:27 0.00% 10.00% 11.06%	74:18 6:00 6:06 288:45 0.00% 30.00% 31.36%	-2.239889 -0.892192 -0.247109 -0.387794	-2.361 -1.542 -1.150 -1.235 -1.174 -1.005

	PID Category	PID	PID Title	Product Category	Standard	Benchmark N/A	CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2018	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	0	1	0.00%	0.00%		00	05.000/	47.70%	-1.185193	-1.720546
June 2018	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable		N/A N/A	0	3			/	20	35.00% 14.44%			
June 2018 June 2018	Maintenance and Repair Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Trouble Rate	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	14	-	0.00%	0.00% 12.00%	105 28	727 2.022	14.44%	35.15% 11.69%	-1.225036 0.167144	-1.74476 -0.89838
June 2018 June 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity Parity	N/A	14	64,480	0.00%	0.39%	28	51,482	0.00%	11.69%	0.16/144	-0.89838
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	49	0.00%	0.38%	2 772	266 270	1.04%	10.15%	-0.717903	-1 436454
June 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	228	0.44%	6.61%	2,772	2.320	1.29%	11.30%	-1.089775	-1.662536
June 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1 398	0.44%	5.97%	0	924	0.00%	11.3076	-1.008773	-1.002330
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 380933
June 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	14	0.00%	7.0070	30	2,311	1.30%	11.32%	-0.42781	-1.26009
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	-5.776706
June 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	31,248	0.00%	0.03%	-,,,,,	,				-2.991751
June 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,015	0.01%	0.22%						-2.967637
June 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	31.320	0.01%							
June 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,015	0.01%							
June 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	1	4.00	0.00						
June 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%						
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	104	110	94.55%							
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	23	31	74.19%	43.76%						
June 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	13		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		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	-1.503776
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	-1.606488
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	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8822.07	3,747	2.35							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8293.57	7,751	1.07							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6424.32	5,736	1.12							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14717.89	7,751	1.90							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2628.92	1,148	2.29							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	646.92	1,198	0.54							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3275.84	1,148	2.85							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4041.25	6,625	0.61							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8739.25	13,445	0.65							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12780.50	6,625	1.93							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	163.24	1,166	0.14							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	833.77	1,939	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							
June 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	57402.29	3,718	15.44							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8150.60	4,910	1.66							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8720.46	4,614	1.89							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66562.56	6,848	9.72							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	24369.40	6,413	3.80							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48550.32	3,549	13.68							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4253.90	826	5.15							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18129.60	5,036	3.60							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3945.70	3,587	1.10							
June 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5878.18	1,694	3.47							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,799	2,321	77.51%							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	19	36	52.78%							
June 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	291	383	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%							
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,625	1,625	100.00%							
June 2018	r te-Ordening															

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
lune 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	133									
une 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	425									
lune 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18				48				
June 2018 May 2018	Pre-Ordering	PO-9B BI-2	Unbundled Loops	Unbundled Loops and Number Portability	Parity Desity by Design	N/A N/A	1.796			0.00%	5	48	10.42%	30.55%	0.322088	-0.80418
May 2018	Billing	BI-3A	Invoices Delivered within 10 Days Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Parity by Design Diagnostic	N/A	1,040,776									
May 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4 751	4 751								
May 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,205	2,206	99.95%	2.13%	48.857	51,128	95.56%	20.60%	-9.813417	-6.96613
May 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,751									
May 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,308,660	3,229,571	1.02							
May 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2199.74	22,965	0.10							
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600									
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600									
May 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600									
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200									
May 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180									
May 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960		100.00%							
May 2018	Electronic Gateway Availability	GA-7 MR-5A	Timely Outage Resolution after Software Releases	ALL POLICE POLICE POLICE	Diagnostic	N/A	0	0	50,000/	50.00%			40.000/	40.000/	0.040075	4.44000
May 2018	Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%		2	5	40.00%	48.99%	-0.243975	-1.14832
May 2018 May 2018	Maintenance and Repair Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	1	1	50.00%	0.00%						
		MR-5A			Diagnostic		3	10								
May 2018 May 2018	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Parity	N/A N/A	5			46.70%			50.00%	50.00%	-0.793884	-1.48264
May 2018 May 2018	Maintenance and Repair Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	19	28		46.70% 50.00%	3	12		50.00%	-0.793884 -0.264741	
May 2018 May 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	60.00%	48.99%	8	12	66.67%	47.14%	-0.264741	
May 2018 May 2018	Maintenance and Repair	MR-58	Out of Service cleared w/i 24 hours	Unbundled Loop - DST Capable Business	Parity	N/A	5	5		48.99%	378	553				
May 2016 May 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%	1.843	2.972	62.01%	48.54%	-0.294021	-1.17875
May 2016 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			
May 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	19:40		19:40	0:00	57354:28	2.047	28:01	27:47	-0.30057	-1.18273
May 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	24:57		24:57	0:00	22169:00	734	30:12			
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:18		3:39	1:52	54:12	5	10:50		-0.725277	
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		8:54	9:37						
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	102:31	28	3:40	2:32	55:59	6	9:20	11:13	-1.122737	-1.68257
May 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	158:38	32	4:57	4:43	58972:59	2,145	27:30	28:17	-4.475007	-3.72061
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6:56	2	3:28	1:19	32:42	10	3:16	1:54	0.321278	-0.80467
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18:53			2:09	32:42	10	3:16		0.559237	
May 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	42:31	7	6:04	4:56	22692:47	771	29:26	27:27	-2.241938	-2.36300
May 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	187	1,800	10.39%	30.51%	-0.340395	-1.20694
May 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	5	40.00%		-0.745356	
May 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	1	5			-0.456435	
May 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	2	6	33.33%	47.14%	-0.866025	-1.52650
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		22.33%						
May 2018	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A N/A	12	28		49.49% 17.40%	254	6	33.33% 10.47%		-0.045229 -1.347674	
May 2018 May 2018	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 0			17.40%	254		10.47%	30.61% 47.14%		
May 2018 May 2018	Maintenance and Repair Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity Parity	N/A	0	2	20.00%	40.00%	4		33.33%	47.14%		
May 2016 May 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	7	0.00%	0.00%	103	12	12.42%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	988		6.35%	17	2,037	0.83%	9.10%		
May 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	65.512		0.39%	- 1	52,058	0.00%		-0.153302	
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A		49		14.14%	2,601	268,794	0.97%		0.307822	
May 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2			9.28%	18		0.77%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	1,434		6.45%	0	932	0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19			4.01%	0		0.00%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	33	3,834	0.86%	9.24%	18	2,089	0.86%	9.24%	-0.003726	-1.00226
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0				18		0.77%			
May 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	39	19,780	0.20%	4.44%	3,256	409,401	0.80%	8.88%	-9.249876	-6.62352
May 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,605	1,800	89.17%	31.08%	-0.348465	
May 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2			0.06%						-2.98103
May 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,015	0.0.,	0.10%						-2.9724
May 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	31,656								
May 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,015								
May 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24		4.00	0.00						
May 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	6		0.00%						
May 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
May 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	660	661	99.85%	3.89%	-0.038896	-1.02364
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2									
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3			0.00%	1	1	100.00%	0.00%		
May 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00% N/A	65			00.6			0.000			
May 2018	Ordering and Provisioning	OP-3D OP-3D		Unbundled Loop - DS1 Capable	Parity		41			36.96%	0	1	0.00%	0.00%		
May 2018	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%										
May 2018 May 2018	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark	90.00% N/A	2	2	100.00%	0.00%			100.00%	0.00%		
May 2018 May 2018	Ordering and Provisioning	OP-3E OP-3E			Parity Benchmark	N/A 90.00%	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
	Ordering and Provisioning	OP-3E OP-4A	Interval Zone 2 Areas Dispatches within MSAs	Unbundled Loop - 2 Wire Non-Loaded Sub-Loop Unbundling		6.00	8	9	88.89%							
May 2018 May 2018	Ordering and Provisioning	OP-4A OP-4D	Dispatches within MSAs Interval Zone 1 Areas		Benchmark	6.00 N/A	3	2	1.50	0.00						
	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas Interval Zone 1 Areas	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	6.00	108			0.00						
						0.00	108	36								
May 2018 May 2018	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	86	13	6.62							

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator		EC 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-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	31	9	3.44							
May 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4		0.00%	4	4	100.00%			
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1,629	1,791	90.95%		-0.315265	-1.191668
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	1	2	50.00%	50.00%	-1	-1.607957
May 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	80			11.04%				50.00%	-1.38675	
May 2018 May 2018	Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A N/A	50			0.00% 18.25%	1,384	1.479	50.00%		-1.38675 -0.64715	-1.843084 -1.39344
May 2018	Ordering and Provisioning Ordering and Provisioning	OP-SA OP-8B	New Service Installation Quality Number Portability Timeliness with Loop Coord	Unbundled Loop Analog LNP	Parity Benchmark	95.00%	28	29	100.00%	18.25%	1,384	1,479	93.58%	24.52%	-0.64715	-1.39344
May 2018	Ordering and Provisioning Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3.722	3.733								
May 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST		95.00% N/A	6811.70									
May 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic Diagnostic	N/A	16679.00									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL		N/A	23490.70	19,462								
May 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic Diagnostic	N/A	3934 40									
May 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4619.35	4,918	0.00							
May 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scrieduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	946.00									
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		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2350.91	1,391								
May 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3068.44	.,								
May 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE		N/A	6548 40									
May 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic Diagnostic	N/A	9616.84	0,000								
May 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8209.70									
May 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6303.00	.,,								
May 2018 May 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	TOTAL		N/A N/A	6303.00 14512.70									
May 2018 May 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic Diagnostic	N/A N/A	14512.70 2592.34									
May 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A	621.40							-		
May 2018 May 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic Diagnostic	N/A N/A	621.40 3213.74									
				REQUEST		N/A	4105.02									
May 2018 May 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic Diagnostic	N/A	4105.02 8600.96							-		
May 2018			Pre-Order Response Times (Service Availability)	TOTAL		N/A	12705.98		1.92							
May 2018 May 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic Diagnostic	N/A N/A	12705.98	0,000								
May 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	813.54									
May 2018	Pre-Ordering		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									
May 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2208.60									
May 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	55215.06									
May 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	57423.66									
May 2018	Pre-Ordering	PO-1-IMA GOI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8142.30	4,905								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8622.57	4,905								
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	66699.75		9.75							
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	25006.80									
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	48558.43									
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4171.50									
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Weet Full Inquity XIVL)	XML Request/Response	Diagnostic	N/A	18618.40									
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3582.00									
May 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Thi Reservation XIVIL)	XML Request/Response	Diagnostic	N/A	5854.32	0,000								
May 2018	Pre-Ordering	PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A	1 831									
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									
May 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,831		00.0010							
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									
May 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	460:30									
May 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	18									
May 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	300									
May 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,662									
May 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11									
May 2018	Pre-Ordering	PO-5B-(a)	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	I NP	Benchmark	90.00%	450									
May 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	INP	Benchmark	90.00%	1	1								
May 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14									
May 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	15		0.00%	5	38	13.16%	33.80%	0.934931	-0.431602
April 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,486			0.0070	3	30	10.1076	00.0076	3.004031	2.401002
April 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	919.754	.,	00.0010							
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			3.73%	49.239	49.590	99.29%	8.38%	-3.07711	-2.87075
April 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	5,203			0.7070	40,200	40,000	55.2576	0.0076	0.07711	2.07070
April 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,700,581	2.637.971	1.02							
April 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2482.63									
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980									
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
April 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980									
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460									
April 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380									
April 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25,800	,								
April 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	25,000		100.0076							
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	8	33.33%	47.14%	7	15	46.67%	49,89%	0.058236	-0.964595
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2		47.1470	- '	10	-10.07 /6	40.0076	0.000200	0.004000
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	2	66.67%							
April 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	33		48 10%	7	14	50.00%	50.00%	-0.855068	-1 519844
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	0	33.33%		-1.341641	-1.81566
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1		0.00%	3	9	33.3376	47.1470	1.041041	1.01300
		GC*Ziivi	All Housing Giddleu W/I 4 Flouis-Zurie Z	LIO TIUIK	r drity	INM	U	1	0.00%	0.00%						

	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator		TL-Q Standard Deviation		
April 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	4	10	40.00%	48.99%	-1.207615	-1.734178
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	6	83.33%	37.27%	461	624	73.88%	43.93%	-0.524693	-1.318991
April 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%	2,027	3,191	63.52%	48.14%	-0.244739	-1.148791
April 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	27:18	1	27:18	0:00	58611:44	1,923	30:29	61:58	-0.051298	-1.031187
April 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	67:52	1	67:52	0:00	67462:02	2,380	28:21	56:32	1.346939	-0.1811119
April 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	3:27	1	3:27	0:00	15641:57	553	28:17	26:30	-0.936499	-1.569351
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	28:06	6	4:41	1:51	67:28	15	4:30	4:22	0.199336	-0.878812
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:56	2		1:14						
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9:44	3	3:15	2:57						
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	130:56	33	0.00	2:43	64:22	14	4:36	4:30	-0.438124	-1.266361 -2.541647
April 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	208:36			3:29	70618:49	2,586	27:18	54:41	-2.535783	
April 2018	Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:22	1		0:00	48:06	9	5:21	2:55	-0.969965	-1.589697
April 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A N/A	5:56	1	5:56	0:00 4:04	51:05		5:06		-0.452933	
April 2018	Maintenance and Repair	WII COL	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:23 279:59	4	4:21 31:07	4:04 38:39	15674:33	10	5:06 27:50	2:51	-0.452933 0.398855	-1.275364 -0.757513
April 2018	Maintenance and Repair	MR-6E MR-7A	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog Residence	Parity	N/A	2/9:59	9	0.00%	0.00%	15674:33	563		26:28 31.30%		
April 2018 April 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A		1	0.00%	0.00%		2,098	11.01%	0.00%	-0.351666	-1.213798
April 2018 April 2018	Maintenance and Repair Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp wil MSA Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING	Parity Parity	N/A	0	1	0.00%	0.00%	0	4	0.00%	0.00%		
April 2018 April 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	16	6.25%	24.21%	-0.53936	-1.327908
							0				- 1	16	6.25%	24.21%	-0.53936	-1.32/908
April 2018	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
April 2018 April 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	0	33		0.00% 28.75%		16	6.25%	24.21%	-0.266691	-1.162137
	Maintenance and Repair			Unbundled Loop - DS1 Capable			3				323					
April 2018 April 2018	Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A N/A	5	40	12.50%	33.07% 0.00%	323	2,904	11.12%	31.44%	0.08737	-0.946883
	Maintenance and Repair	MR-7E MR-7F	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	0	1	0.00%	0.00%	0	10	0.00%	0.00%		
April 2018	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A N/A	0	1	0.00%	0.00% 50.00%		10	0.00%	0.00%	1.506776	-0.083945
April 2018	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity		2	4			0					
April 2018	Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	9	0.00%	0.00%	62 24	618	10.03%	30.04%	-0.994581	-1.604662
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	1,020		8.26%		2,068	1.16%	10.71%	-1.157348	-1.703618
April 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	65,968		0.0070	0	52,370	0.00%	40.05	0.00:-:	0.00-:-
April 2018 April 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence SUB-LOOP UNBUNDLING	Parity	N/A N/A	1	49		14.14% 9.19%	2,777	271,635	1.02%	10.06%	0.26454 -0.34701	-0.839171
	Maintenance and Repair		Trouble Rate		Parity		2			411414	26	2,367		10.42%	-0.34/01	-1.210967
April 2018	Maintenance and Repair	MR-8 MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1,466		3.69%	0	944	0.00%			
April 2018	Maintenance and Repair		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	12,017		1.58%	0	944	0.00%			
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	37	3,888		9.71%	24	2,118	1.13%	10.58%	-0.634948	-1.386021
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16			26	2,361	1.10%	10.44%	-0.420665	-1.255746
April 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	49	19,973		4.95%	3,522	413,110	0.85%	9.19%	-9.116264	-6.542295
April 2018	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,810	2,098	86.27%	34.41%	-0.398798	-1.242452
April 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	11	000)	010110	0.17%						-2.894989
April 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	13,015		0.13%						-2.939313
April 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	32,712	010110							
April 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,015								
April 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	448			0.00						
April 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4		0.00%						
April 2018	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
April 2018	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	603	606	99.50%	7.02%	-0.070476	-1.042847
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5		0.00%	4	4	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	57	63								
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	75	79		21.92%	5	5	100.00%	0.00%	-0.767808	-1.466794
April 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	22	22								
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
April 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	3	4	75.00%	43.30%	-0.755929	-1.459572
April 2018	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2	2.50							
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	248	48								
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	74	14								
April 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	105	22								
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
April 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	7	7	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	0	1	0.00%	0.00%	1,323	1,457	90.80%	28.90%	1.324958	-0.194483
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	9	9	100.00%	0.00%		
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	60	69	0010010	33.68%	1	1	100.00%	0.00%	-1.13317	-1.688918
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	80	83		18.66%	9	9	100.00%	0.00%	-0.61782	-1.375608
April 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	22			20.39%	1,103	1,193	92.46%	26.41%	-0.574884	-1.349505
April 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,939	1,941								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	7005.24									
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16524.90	12,810								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23530.14	19,459								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4025.38	4,909								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4637.55	4,909								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	754.00	1,885	0.1.0							
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1344.72	1,293								
April 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2098.72	1,885								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3175.60	3,736								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7296.00	3,840								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10471.60									
April 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8281.80	7,740								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6344.76	5,716								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14626.56	7,740								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2628.24	1,128								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	662.48	1,183	0.56							
	The state of the s	DO 4 IMA CUII	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3290.72	1.128	2.92							
April 2018	Pre-Ordering	PO-1-IIVIA GOI	r re-Order response rimes (weet r drit miquity)	TOTAL	Diagnostio	1471	0200.12	.,,								

Month	PID Category	PID	PID Title	Product Category						CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8730.80	13,432	0.65							
April 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12753.75	6,595	1.93							
April 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.30									
April 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	789.66	1,926								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1244.16	972								
April 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2238.12	1,926								
April 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2350.72	3,673	0.64							
April 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54321.00	2,850								
April 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56671.72		15.43							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8183.00	4,900	1.67							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8459.28	4,548	1.86							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66416.76	6,833								
April 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							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48431.60	3,530	13.72							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4238.45	823	5.15							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18111.60	5,031	0.00							
April 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							
April 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5823.18	1,683	0							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,952									
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	44	0.110010							
April 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	372								
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,952	1,989								
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	28	96.43%							
April 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	282	285								
April 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	289:37	258	1:07							
April 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27	100.00%							
April 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	281	281	100.00%							
April 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,759	1,759	100.00%							
April 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12								
April 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	148	148								
April 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	402	403	99.75%							
April 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
April 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	39	39								
April 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	4	14		45.18%	2	32	6.25%	24.21%	-2.877772	-2.74956
March 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,789	1,789		40.1070	-	- OL	0.207	24.2170	2.077772	2.14000
March 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,012,587		100.00%							
March 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3.642	3,642								
March 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,458	2,467	99.64%	6.03%	46,388	46,635	99.47%	7.26%	-1.099225	-1.66828
March 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,642	3,642	99.99%	0.0376	40,300	40,033	33.47 /	7.2070	-1.055223	-1.00020
March 2018	Database Updates	DB-1B	All	LIDB		N/A	7,152,455	7,069,660	1.01							
March 2018	Database Opdates Database Updates	DB-1C-1	All		Diagnostic	N/A	3019.30	24.249								
				Directory Listing	Diagnostic											
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI SIA	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability		Gateway Availability - LSR		Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML FBTA	Diagnostic	N/A	30,420	30,420	100.00%							
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	== ***	Diagnostic	N/A	43,140	43,140								
March 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
March 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,660	27,660	100.00%							
March 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5		48.99%	8	8	100.00%	0.00%	1.812363	0.10183
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	50.00%							
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	11								
March 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	16	37		49.54%	5	5	100.00%		1.978766	
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5		40.00%	8	12	66.67%	47.14%	-0.531369	-1.32304
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
March 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	8	12	66.67%		-0.849591	-1.51651
March 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2		50.00%	405	515			0.295958	
March 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	3		47.14%	2,010	2,879				
March 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	29:30	1	29:30	0:00	42578:39	1,736				
March 2018	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	89:56	2	44:58	32:33	49443:49	2,104	23:30		1.21596	
March 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	20:28	1	20:28	0:00	17398:00	599	29:03			-1.19137
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23:29	5	4:42	1:51	12:57	5	2:35	1:14	1.248085	-0.24121
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	70:07	4	17:32	20:02	35:17	1	35:17	7 0:00		
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	61:04	11	5:33	7:05	35:17	1	35:17	7 0:00		
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	183:28	37		2:51	5:53	3	1:58	1:15	1.418654	-0.1375
March 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	736:53	59	12:29	8:49	51138:51	2,212	23:07	7 26:13	-3.074089	-2.86891
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:42	5		1:51	56:17	9				
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	25:49	1	25:49	0:00						
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	15:01	7	2:09	1:36	56:17	9	6:15	5:42	-1.42891	-1.86871
March 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	37:21	4	9:20	8:00	17560:31	622				
March 2018	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	Residence	Parity	N/A	07.21	1	0.00%	0.00%	242	1.920				
March 2018	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	2	0.00%	0.00%	1	2	50.00%		_1	-1.60795
March 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2					1.007 80
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	- 4		20.00%	40.00%	4	2	12.50%		-0.361202	-1.21959
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LINBLINDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4		0.00%	0	1				-1.21939
March 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	11	9.09%	28.75%	0	1	0.00%		-1.382994	-1.84080
March 2018 March 2018	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	1	37		28.75%	0	1	12.50%		-1.382994 -0.349684	
March 2018 March 2018	Maintenance and Repair Maintenance and Repair				Parity	N/A N/A	6	59		36.86% 21.97%	309	2.527	12.50%		-0.349684 -1.655587	
		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog			3									
March 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	5	0.0010	0.00%	3	12	25.00%	43.30%	-1.084652	-1.65942
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			-1.213954	
		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	77	683	11.27%	31.63%	-0.710839	-1.43215
March 2018 March 2018	Maintenance and Repair 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	-1.06737

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator				CTL-Q Numerator			CTL-Q Standard Deviation	Modified Z Score	Parity Score
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%		0.328469	-0.80030
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%		0.36295	-0.77934
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%		1.227847	-0.25352
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%		-0.135287	-1.08224
March 2018 March 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A N/A	44	3,893	1.13%	10.57%	17	2,055	0.83%	9.06%	1.226779 -0.373827	-0.25417
	Maintenance and Repair	MR-8	Trouble reac	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.0010		20	2,294	0.0.70	0.00.0		-1.22727
March 2018 March 2018	Maintenance and Repair	MR-8 MR-9A	Trouble Rate	Unbundled Loop Analog Residence	Parity	N/A	63	20,187	0.31%	5.58% 0.00%	3,210 1,692	417,556	0.77% 88.13%		-7.255604	-5.41109
March 2018 March 2018	Maintenance and Repair	MR-9A NI-1A	Repair Appointments Met-Disp w/I MSA Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A N/A	0 8	33.072	0.00%	0.00%	1,692	1,920	88.13%	32.35%	1.178951	-0.28324 -2.92478
March 2018 March 2018	Network Performance Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc WI TGSR excl	LIS Trunk	Parity	N/A	8	13.015	0.03%	0.16%						
March 2018	Network Performance	NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc WI TGSR excl	LIS Trunk	Parity Diagnostic	N/A	4 8	33.072	0.03%	0.27%						-2.89953
	Network Performance	NI-1C NI-1D			Diagnostic	N/A	8		0.03%							
March 2018 March 2018	Ordering and Provisioning	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	92	13,015	46.00							
March 2018 March 2018	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	365	2	73.00	40.25						
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Parity	N/A	365	5	5.00	0.00	37.293	197	189.30	245.28	-0.749492	-1.4556
March 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	5	100.00%	0.00%	37,293	197	109.30	240.20	-0.749492	-1.45565
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	85	197	43.15%	49.53%	3.719016	1.2610
March 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	50.00%	0.00%	03	197	43.13%	49.55%	3.719010	1.2010
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	62	62	100.00%	0.00%	2	2	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	84	86	97.67%	15.07%	0		0.00%	0.00%		
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	17	19	89.47%	15.07 %	U	- 1	0.00%	0.00%		
March 2018 March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 1 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	17	19	100.00%							
March 2018 March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	90.00% N/A	2	2	100.00%	0.00%	3	2	100.00%	0.00%		
March 2018 March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	2	100.00%	0.00%	3	3	100.00%	0.00%		
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	9	9	100.00%	0.00%						
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Benchmark	90.00%	4	4	100.00%	0.00%						
March 2018	Ordering and Provisioning Ordering and Provisioning	OP-3E	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	5	2	2.50							
March 2018	Ordering and Provisioning	OP-4A	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 - 2 Wile Non-Loaded 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 1 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	1	3.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wife Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	24	- 1	2.00							
March 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	5		100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	4	4	100.00%	0.00%	3	3	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77	77	100.00%	0.00%	3	3	100.00%	0.00%		
March 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	98	99	98.99%	10.00%	2	1	100.00%		-1.88951	-2.1487
March 2018	Ordering and Provisioning	OP-SA	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	20	22	90.99%	28.75%	1.261	1,334	94.53%	22.74%	0.395869	
March 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	5,478	5,486	99.85%	20.75%	1,201	1,334	84.53%	22.1470	0.393009	-0.75932
March 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00% N/A	6809.25	19 455	0.35							
March 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16426.24	12.833	1.28							
March 2018	Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23235.49	12,655	1.19							
March 2018	Pre-Ordering		Pre-Order Response Times (Address Validation)	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	0.02							
March 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scriedaler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.80	1.872	0.40							
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1346.10	1,282	1.05							
March 2018	Pre-Ordering		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 Assignment)	REQUEST	Diagnostic	N/A	3171.35	3,731	0.85							
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7282.70	3,833	1.90							
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL		N/A	10454.05	3,731	2.80							
March 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic 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 March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14692.44	7,726	1.10							
March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2538.69	1,099	2.31							
March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2538.69	1,099	0.55							
March 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	3183.84	1,173	2.90							
March 2018 March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3183.84 4154.22	1,099	0.63							
March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8595.20	13,430	0.64							
March 2018 March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12749.42	13,430	1.93							
March 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	12749.42	1,128	0.19							
March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	214.32 768.40	1,128	0.19							
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1241.60	1,921	1.28							
March 2018 March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1241.60	1 970	1.28							
March 2018	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	2224.32	1,921	0.65							
March 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53797 20	3,669	19.05							
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	53797.20	2,824	15.31							
March 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8235.36	3,669	15.31							
March 2018	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	8235.36 8400.85	4,902	1.85							
March 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	66387 79	4,541 6.823	9.73							
March 2018 March 2018	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	66387.79 23661.50	6,823	9.73							
March 2018 March 2018		PO-1-XML PO-1-XMI				N/A N/A	23661.50 48345.00	6,395 3.516	3.70 13.75							
	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A N/A		3,516	13.75							
March 2018 March 2018	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	4191.21 18115.20	5.032	5.13 3.60							
	Pre-Ordering		Pre-Order Response Times (Service Avail XML)		Diagnostic											
March 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							
March 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5788.58	1,673	3.46							
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,008	2,529	79.40%							
March 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	49	53.06%							
farch 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	305	456	66.89%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,008	2,041	98.38%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	28	92.86%							
March 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	305	308								
March 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	17:51		17:51							
March 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	457:36	313								
March 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	26	26								
March 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	296	296								
March 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,845									
March 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17								
March 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	226	226								
March 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	466	466								
March 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
March 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14								
March 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	8		48.41%	5	44	11.36%	31.74%	-2.142645	-2.30263
February 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,458	1,461								
February 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,077,152	1,077,630								
February 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,812									
February 2018	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,592	2,596		3.92%	50,051	50,426	99.26%	8.59%	-3.409788	-3.07300
February 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,812									
February 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,051,911	3,014,074								
February 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2677.89	23,106								
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360								
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360								
February 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360								
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880								
February 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860								
February 2018	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2018	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	5	60.00%	48.99%	9	9	100.00%	0.00%	1.227113	-0.25396
February 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3								
February 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	12								
February 2018	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	30		48.99%	9	9	100.00%		2.011876	
February 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	11	12	91.67%	27.64%	-0.036871	-1.02241
February 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	10	11	90.91%	28.75%	-0.302765	-1.18406
February 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	427	621	68.76%	46.35%	-0.951708	-1.57859
February 2018	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,030	3,502	57.97%	49.36%	-0.85142	-1.51762
February 2018	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	4:01	1	4:01	0:00	34358:03	718	47:51	68:33	-0.639093	-1.38854
February 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:21	5	3:16	0:58	10:15	4	2:34	0:40	0.834499	-0.49266
February 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11:01	3	3:40	1:23						
February 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	106:38	12	8:53	12:20						
February 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	175:18	30	5:51	7:43	10:15	4	2:34	0:40	1.580467	-0.03914
February 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	810:57	58	13:59	8:17	95869:46	2,713	35:20	71:46	-2.242598	-2.36340
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11:28	5	2:18	2:05	31:56	11	2:54	1:04	-1.06711	-1.64875
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:56	1	2:56	0:00	28:34	10	2:51	1:06	-0.426148	-1.2590
February 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	51:47	4	12:57	9:02	34630:45	742	46:40	67:58	-0.98971	-1.60170
February 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	0	10	0.00%	0.00%	0.430727	-0.73813
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	12	8.33%	27.64%						
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	30	26.67%	44.22%	0	10	0.00%	0.00%	1.43176	-0.12955
February 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	58	6.90%	25.34%	338	2,980	11.34%	31.71%	-1.057457	-1.64288
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	4	12	33.33%	47.14%	-0.531369	-1.32304
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	4	12	33.33%	47.14%	-0.679366	-1.41302
February 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	72	774	9.30%	29.05%	-0.638864	-1.38840
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1,055	0.95%	9.69%	21	2,012	1.04%	10.16%	-0.24817	
February 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	68,608	0.00%		0	53,794	0.00%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	48	0.00%		3,072	278,613	1.10%	10.44%	-0.731477	-1.44470
February 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	232	0.43%	6.55%	22	2,310	0.95%	9.71%	-0.779402	-1.47384
February 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,523	0.20%	4.43%	0	961	0.00%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12,381	0.10%	3.11%	0	961	0.00%			
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	31	3,901		8.88%	20	2,065	0.97%		-0.652307	-1.39657
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		22	2,304	0.95%	9.72%	-0.391391	-1.23794
February 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	62			5.50%	3,820	422,064	0.91%		-8.856594	
February 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	32,448	0.00%	0.04%		,,,,,				-2.99383
February 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	- 1	12,967		0.09%						-2.9693
February 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	33,000	0.04%							
February 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	12,967								
February 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	56	,557	56.00							
February 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	280	4	70.00	0.00						
February 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
February 2018	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1		3.0070						_
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							_
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	1	1	100.00%	0.00%		
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	67	69		0.00%	'	'	100.00%	0.00%		_
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	90.00% N/A	11	25		49.64%	3	3	100.00%	0.00%	1.22064	-0.25790
February 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	26	33		40.0476	3	3	100.00%	0.00%	1.22004	0.23790
February 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	33	33.33%							_
· widaiy 2010	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	90.00% N/A	0		0.00%	0.00%			100.00%	0.00%	_	_
Fehruary 2019	Grading and Fravisioning	OP-3E	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00	0.00%	- 1	1	100.00%	0.00%	U	
February 2018	Ordering and Provisioning							1	3.00							
February 2018	Ordering and Provisioning						10	_	E 00							
	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Benchmark Benchmark	6.00	10	2	5.00							

Month	PID Category	PID	PID Title	Product Category	Standard					C 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-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	206	35								
February 2018	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	1	10.00							
February 2018	Ordering and Provisioning		New Service Installation Quality	LIS Trunk	Parity	N/A	8	8	100.00%	0.00%	2	2	100.00%	0.00%		
ebruary 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69	74	93.24%	25.10%						
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	22	26	84.62%	36.08%	5	5	100.00%	0.00%	0.062378	-0.9620
February 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	36	37	97.30%	16.22%	1,053	1,131	93.10%	25.34%	-0.99066	-1.6022
February 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,662	3,664	99.95%							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6613.00	19,450	0.34							
February 2018	Pre-Ordering	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	1.20							
February 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3970.62	4.902								
February 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4561.18	4,902								
February 2018	Pre-Ordering		Pre-Order Response Times (Appl. Scriedaler)	REQUEST	Diagnostic	N/A	729.30	1 870								
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1354.68	1,278	0.00							
February 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2083.98	1,270								
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3131.52	3,728								
February 2018 February 2018			Pre-Order Response Times (Facility Check)	RESPONSE		N/A	7273.20	3,728								
	Pre-Ordering				Diagnostic			0,000								
February 2018	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10404.72	3,728								
February 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7800.23	7,723								
February 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6515.04	5,817	1.12							
February 2018	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14315.27	7,723								
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2402.40	1,092	2.20							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	631.26	1,169	0.54							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3033.66	1,092	2.78							
February 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	4020.51	6,591	0.61							
February 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8191.69	13,429								
February 2018	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12212.20	6,591	1.85							
February 2018	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	225.00	1,125								
February 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	800.52	1,125								
February 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1234.44	972								
February 2018	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1234.44	1,906								
				REQUEST		N/A		3.662								
February 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)		Diagnostic		2343.68									
February 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53720.19	2,817								
February 2018	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56063.87	3,662								
February 2018	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8281.00	4,900								
February 2018	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	8211.97	4,537								
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66387.84	6,816	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	3.90							
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	13.71							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4177.92	816	5.12							
February 2018	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17633.00	5,038	3.50							
February 2018	Pre-Ordering		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-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5750.52	1,662	3.46							
February 2018	Pre-Ordering		All Electronic I SRs	INP	Diagnostic	N/A	1 925	2 397								
February 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	58	0010110							
February 2018	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	301	386								
February 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1.925	1.950								
February 2018	Pre-Ordering Pre-Ordering		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,925	1,990								
	Pre-Ordering Pre-Ordering	PO-2B PO-2B				N/A	301									
February 2018			All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic			302								
February 2018	Pre-Ordering		LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	30:04	2								
February 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	473:31	270								
February 2018	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	28	28								
February 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	313	313								
February 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,733	1,733	100.00%							
February 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	20	100.00%							
February 2018	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	130	132	98.48%							
February 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	386	386	100.00%							
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		Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	18	41	43.90%	49.63%	0	38	0.00%	0.00%		
January 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,643	1,645								
January 2018	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,067,267	1,067,267								
January 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	4.913	4,913	100.00%							
January 2018	Billing		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	-2.96203
January 2018	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	4,913	4,913		4.JZ/0	40,000	47,200	00.20%	0.3276	-0.221200	2.0020
January 2018	Database Updates		All	LIDB	Diagnostic	N/A	3.365.176	3.322.461	1.01							
January 2018 January 2018	Database Updates Database Updates		All	Directory Listing	Diagnostic	N/A	3,365,176	3,322,461	0.14							
January 2018	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600								
January 2018	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600								
January 2018	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600								
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
January 2018	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180								
January 2018	Electronic Gateway Availability		System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
January 2018	Electronic Gateway Availability	GA-7	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%	50.00%	10	18	55.56%	49.69%	-0.109585	-1.0666
January 2018	Maintenance and Repair		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	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	34	50	68.00%	46.65%	10	18	55.56%	49.69%	-0.911108	-1.5539
January 2018	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	10		45.83%	.0	13		48.65%	-0.413495	-1.2513
January 2018	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	7	10	0.00%	40.0076	0	13	01.34%	40.03%	-0.410480	1.2013
January 2018 January 2018	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	75.00%	43.30%		14	64 29%	47 92%	-0.394405	-1 2397
				Unbundled Loop - DS1 Capable Business		N/A N/A	3	4	75.00% 40.00%	1010010	484	14	64.29% 57.83%	47.92% 49.38%	-0.394405 0.365926	-0.7775
January 2018	Maintenance and Repair Maintenance and Repair		Out of Service cleared w/i 24 hours		Parity		2	5		48.99%						
January 2018		MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	20:29	1	20:29	0:00	58004:29	929	62:26	98:24	-0.426121	-1.2

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviation	CTL-Q Numerator CT	L-Q Denominator	CTL-Q Result CTL	-Q Standard Deviatior I	Modified Z Score	Parity Score
January 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	49:36	10	4:58	3:50	72:26	16	4:32	3:54	0.25076	-0.847549
lanuary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	41:09	12	3:26	1:40						
lanuary 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	214:17	50	4:17	3:44	72:54	16	4:33	3:53	-0.242874	-1.147657
January 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	940:47	65	14:28	11:16	224266:31	4,474	50:08	78:06	-3.654106	-3.221538
lanuary 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:29	10	3:33	1:23	57:01	11	5:11	2:57	-1.265274	-1.769232
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12:20	1	12:20	0:00						
January 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:24	4	4:21	3:49	57:01	11	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	6:35	7:20	64040:04	1,110	57:42	92:54	-1.227371	-1.746189
January 2018	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	122	962	12.68%	33.28%	-0.380903	-1.231573
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	10	10.00%	30.00%	3	20	15.00%	35.71%	-0.361551	-1.219807
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	12	0.00%	0.00%						
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	50	6.00%	23.75%	3	20	15.00%	35.71%	-0.952661	-1.579177
January 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	65	12.31%	32.85%	685	4,869	14.07%	34.77%	-0.405613	-1.246595
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	10	20.00%	40.00%	4	14	28.57%	45.18%	-0.458258	-1.278601
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	4	14	28.57%	45.18%	0.235623	-0.856752
January 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	5	20.00%	40.00%	145	1,186	12.23%	32.76%	0.048677	-0.970406
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	1,077	1.86%	13.50%	31	2,019	1.54%	12.30%	0.693161	-0.578588
January 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	68,152	0.00%		0	54,562	0.00%			
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	50	2.00%	14.00%	5,001	282,596	1.77%	13.18%	-0.228869	-1.139142
January 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	231	0.00%		34	2,318	1.47%	12.02%	-1.768354	-2.075083
January 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1,565	0.06%	2.53%	0	969	0.00%			
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12,525	0.10%	3.09%	0	969	0.00%			
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	54	3,968	1.36%	11.59%	32	2,072	1.54%	12.33%	-0.549076	-1.333814
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.00%		34	2,312	1.47%	12.04%	-0.486996	-1.296072
January 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	70	20,567	0.34%	5.82%	6,055	427,092	1.42%	11.82%	-12.765686	-8.760986
January 2018	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	806	962	83.78%	36.86%	-0.439713	-1.267326
January 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6	33,168	0.02%	0.13%						-2.94801
January 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	13,063	0.02%	0.19%						-2.934497
January 2018	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	7	33,216	0.02%							
January 2018	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,063	0.02%							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	1	2	0.50							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	36	1	36.00							
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	200	4	50.00	0.00						
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	48	3	16.00	0.00	73	1	73.00	0.00		
January 2018	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	0	2	0.00	0.00	49,443	257	192.39	247.83	-1.093599	-1.664861
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	1	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	123	257	47.86%	49.95%	3.719016	1.261001
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	100.00%							
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	66	69	95.65%							
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	13	100.00%	0.00%	3	3	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	83	83	100.00%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	19	23	82.61%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	2	100.00%							
January 2018	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
January 2018	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	2	1	2.00	0.00	2,353	631	3.73	6.50	-0.265964	-1.161695
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00			-				
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	165	53	3.11							
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	56	12	4.67							
January 2018	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	110	27	4.07							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	19	4	4.75							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	6	2	3.00							
January 2018	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	7	7	100.00%	0.00%		
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	1 407	1.530	91.96%	27 19%	-0.295572	-1 179695
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69	71	97.18%	16.55%	4	.,550	100.00%	0.00%	-1.256295	-1.763773
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Canable	Parity	N/A	20	21	95.24%	21.30%	4	4	100.00%	0.00%	-0.994458	-1.703773
January 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	89	90	98.89%	10.48%	1.197	1.274	93.96%	23.83%	-1.8979	-2.153841
January 2018	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	5 682	5 688	99.89%	10.4070	1,101	1,674	50.5070	20.0070	1.0070	2.100041
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6825.00	19.500	0.35							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16396.80	12.810	1.28							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23221.80	19,500	1.19							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	4073.64	4 908	0.83						_	
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4700.09	4,908	0.83							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	694.20	1,780	0.96							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1281.86	1,780	1.07							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	TOTAL	. 5	N/A	1281.86	1,198	1.07							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic Diagnostic	N/A	3200.06	3,721	0.86							
January 2018 January 2018	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6863.40	3,721	1.80							
				TOTAL				3,813	2.70							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)		Diagnostic	N/A	10063.46									
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7764.88	7,688	1.01							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.60	5,820	1.13							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14341.48	7,688	1.87							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2371.77	1,083	2.19							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	615.86	1,162	0.53							
January 2018	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2987.63	1,083	2.76							
		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3952.80	6,588	0.60							
January 2018	Pre-Ordering															
January 2018 January 2018 January 2018	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE TOTAL	Diagnostic Diagnostic	N/A N/A	8055.60 12008.40	13,426 6,588	0.60 1.82							

Month	PID Category	PID	PID Title	Product Category	Standard					LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
lanuary 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	262.20	1,140	0.23							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	817.00	1,900	0.43							
January 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1227.50	982	1.25							
lanuary 2018	Pre-Ordering	PO-1-IMA GUI	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(Loop Qual Tools)	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%							
lanuary 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	1090:15	328	3:19							
January 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	21	21	100.00%							
January 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	339	339	100.00%							
lanuary 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,094	2,094	100.00%							
January 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	23	23	100.00%							
January 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	171	172	99.42%							
January 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	486	486	100.00%							
January 2018	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
January 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	9	9	100.00%							
January 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	13	23.08%	42.13%	5	66	7.58%	6 26.46%	-1.930583	-2.1737
December 2017	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.637	1.639	99.88%							
December 2017	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1.058.416	1.058.525	99.99%							
December 2017	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	7,721	7.721	100.00%							
December 2017		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%	0.0070	40,010	40,041	00.207	0.47 /0	1.5007 02	2.1007
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		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		GA-1		XML	Diagnostic											
	Electronic Gateway Availability		Gateway Availability - LSR	EBTA	Diagnostic	N/A	29,880 42.840	29,880	100.00%							_
December 2017	Electronic Gateway Availability	GA-3	Gateway Availability - Repair		Diagnostic	N/A		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 December 2017	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0		47 70%						7 0.42609
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	/	20	35.00%	47.70%	8	9	88.89%	6 31.43%	2.345717	0.42609
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	8	37.50%							
December 2017	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	20	50.00%	50.00%	9	10			1.787903	
December 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	14	20			-0.882735	-1.5366
December 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%			
December 2017	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	14				-0.26082	
December 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	5	20.00%	40.00%	308	597			0.953018	
December 2017	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	3	3	100.00%	0.00%	1,840	4,224			-1.970837	
December 2017	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	63:39	3	21:13	2:01	47422:10				-1.016933	
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	111:49	20	5:35	3:43	19:39					-0.43416
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:41	1	3:41	0:00	3:14		3:14			
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	73:58	8	9:15	13:14	3:14	1	3:14			
December 2017	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	108:15	20	5:25	6:01	20:57	6	3:30			
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	569:00	45	12:39	8:34	161428:14					
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5:24	2	2:42	0:45	106:51	17				-1.2815
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	17:49	1	17:49	0:00	150:27	1	150:27			
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	22:54	8	2:52	1:10	106:51	17			-0.770754	
December 2017	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	14:01	1	14:01	0:00	48084:29	885	54:20	0 57:52	-0.696238	-1.4232
December 2017	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	3	0.00%	0.00%	1	3	33.33%	6 47.14%	-0.866025	-1.5265
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	19	21.05%	40.77%	4	10	40.00%	6 48.99%	-0.989968	-1.6018
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	6 0.00%		
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	8	0.00%	0.00%	0	1	0.00%	6 0.00%		
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	20	20.00%	40.00%	4	10	40.00%	6 48.99%	-1.054093	-1.6408
December 2017	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	45	8.89%	28.46%	531	3,605	14.73%	6 35.44%	-1.098702	-1.6679
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	4	20			-0.6742	
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%			1
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	8	12.50%	33.07%	4	20			-0.448211	1 -1.2724
December 2017	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	143				-0.423093	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22	1 080	2.04%	14 13%	143				1 449756	
December 2017	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	4	68.584	0.00%	0.38%	29	54.490			-0.153406	
December 2017 December 2017	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1 0	68,584	0.00%	0.38%	3 805				-0.153406	
December 2017 December 2017	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING		N/A N/A	0	49 226	1.33%	11.44%	3,805	286,384			-0.81221 -0.140372	
December 2017 December 2017	Maintenance and Repair Maintenance and Renair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING LINBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	3	1 617	0.06%	11.44%	30	2,379			-0.140372 -0.311555	
	····				Parity		1	.,	0.0070		1		0		0.0	
December 2017		MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	12,762	0.06%	2.50%	1	979			-0.372478	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	28	4,006	0.70%	8.33%	30	2,120	1.42%	6 11.81%	-2.257546	-2.3724

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator			CLEC Standard Deviation		CTL-Q Denominator				
December 2017	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	16	0.0070		30	2,366	1.27%	11.19%	-0.451773	
December 2017	Maintenance and Repair Network Performance	MR-8 NI-1A	Trouble Rate	Unbundled Loop Analog	Parity	N/A N/A	46	20,964	0.22%	4.68%	4,546	431,829	1.05%	10.21%	-11.544838	
December 2017 December 2017	Network Performance Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk LIS Trunk	Parity Parity	N/A N/A	1 0	33,096 13,063		0.02%						-2.99297 -2.99371
December 2017	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Diagnostic	N/A	13		0.00%	0.02%						-2.993/1
December 2017	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,063								
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	46	3	15.33							
December 2017	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	112	4	28.00	0.00						
December 2017	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%						
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	2	0.00.0							
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	48	50								
December 2017	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	21	24		33.07%						
December 2017	Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	144	147	97.96%							
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable LIS Trunk	Benchmark Parity	90.00% N/A	6	8		0.00%		1	100.00%	0.00%		
December 2017 December 2017	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2 8	2		0.00%	- 1	1	100.00%	0.00%		
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	8	1	8.00	0.00						
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	44	. 2	22.00	0.00						
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	142	42								
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40	8	5.00							
December 2017	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	195	49								
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	6	1	6.00							
December 2017	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	0.00							
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	5	5	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.0070	0.00%	4	4	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	58	58	100.00%	0.00%	4	4	100.00%	0.00%		
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	24	24		0.00%						
December 2017	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	151	151	100.00%	0.00%	1,108	1,173	94.46%	22.88%	-2.801433	-2.70315
December 2017	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,103	4,107	99.90%							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6822.90	19,494	0.35							
December 2017	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16262.35	12,805	1.27							
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A N/A	23085.25	19,494 4 905	1.18							
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic Diagnostic	N/A N/A	4022.10 4611.22	4,905	0.82							
December 2017 December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A N/A	4611.22 678.30	4,905	0.94							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1329.48	1,765	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	0.87							
December 2017	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7239.00	3.810	1.90							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10474.53	3,719								
December 2017	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7843.80	7,690	1.02							
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	0.54							
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		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3885.15	6,585	0.59							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7920.75	13,425	0.59							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11805.90	6,585	1.79							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT REQUEST	Diagnostic	N/A	282.50 873.54	1,130	0.25							
December 2017 December 2017	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic Diagnostic	N/A N/A	1226.36	1,899 989	0.46							
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2382.40	1,899	1.24							
December 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	2482.00	3,650	0.68							
December 2017	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	53331.04	2,801	19.04							
December 2017	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55813.04	3.650	15.29							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8588.50	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	4,534	1.82							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67146.73	6,901	9.73							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26733.00	6,365	4.20							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48301.60	3,490	13.84							
December 2017	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4000.00	800	5.00							
December 2017	Pre-Ordering	PO-1-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	1,595	3.46							
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,790	2,177	82.22%							
December 2017	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	37	72.97%							
December 2017	Pre-Ordering	PO-2A PO-2B	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	282 1.790	359								
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	LNP	Diagnostic	N/A N/A	1,790	1,797	99.61%							
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate	Diagnostic Diagnostic	N/A N/A	282	27								
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-2B PO-3X	All Flow-through Eligible LSRs Electronic LSRs Rejected Manually	Product Aggregate Product Aggregate	Diagnostic	N/A N/A	282 589:00	283								
December 2017 December 2017	Pre-Ordering Pre-Ordering	PO-3X PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	589:00	246	100.00%							
December 2017 December 2017	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	278	278	100.00%							
December 2017	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,639	1,639	100.00%							
December 2017	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	8	1,009	100.00%							
December 2017	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	135	136	99.26%							
	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	336	337	99.70%							
December 2017																

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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
December 2017	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	15	33.33%	47.14%	1	69	1.45%	11.95%	-9.364805	-6.693397