

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington December 2018 - December 2019

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 10, 2020

CenturyLink QC Performance Results - Current 271 PID

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
ecember 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,464	1,464								
ecember 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	730,343									
ecember 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,038	2,038	100.00%							
cember 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,583			6.13%	28,519	28,913	98.64%	11.59%	-3.297678	-3.0048
	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,038	2,038								
ecember 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,352,570									
ecember 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1513.04	13,435								
cember 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060								
ecember 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060								
ecember 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,060	30,060								
ecember 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ЕВТА	Diagnostic	N/A	42,900	42,900	100.00%							
ecember 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820								
ecember 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
ecember 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
ecember 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	8	37.50%	48.41%	4	12	33.33%	47.14%	-0.193649	-1.11
ecember 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2								
ecember 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	/	0.00%							
ecember 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	41		49.87%	4	11	36.36%	48.10%	-0.610852	
cember 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	3	5	60.00%	48.99%	-0.565949	-1.344
cember 2019	Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
cember 2019	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
cember 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2		0.00%	3	5	60.00%	48.99%	0.565949	
cember 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	7	42.86%	49.49%	245	467	52.46%	49.94%	0.128134	-0.9
cember 2019	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%	1,275	3,198	39.87%	48.96%	-0.292536	
cember 2019	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	46:22	2	23:11	3:29	114544:48	2,502	45:47	42:46	-0.746912	
cember 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	76:51	8	0.00	8:05	71:06	12	5:56	7:00	1.04505	-0.364
cember 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2:46	2	1:23	0:24						
cember 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	67:50	7	9:41	3:38						
cember 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	382:11	41	9:19	10:39	54:41	11	4:58	4:12	1.174987	
cember 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	254:06	38		5:16	118603:51	2,611	45:25	43:15	-5.481486	
cember 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4:47	2	2:23	3:20	34:34	5	6:55	7:10	-0.753602	-1.458
cember 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	478:35	1	478:35	0:00						
cember 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1:22		1:22	0:00						
cember 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	14:04	2		0:08	34:34	5	6:55		0.135774	0.0
cember 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	106:23		13:18	12:20	25691:53	554	46:23	46:58	-1.977819	
cember 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	641	1.56%	12.39%	17	1,658	1.03%	10.07%	1.141281	-0.30
cember 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	58,164	0.00%	0.41%	0	53,008	0.00%			
ecember 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	44			3,206	222,518	1.44%	11.92%	-0.801925	
ecember 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	205		9.83%	19	1,912	0.99%	9.92%	-0.024849	-1.0151
ecember 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	946	0.21%	4.59%	0	810	0.00%			
ecember 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	8,946		2.99%	0	810	0.00%			
ecember 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	43	2,733		12.44%	16	1,692	0.95%	9.68%	2.096736	
ecember 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	4	0.00%		19	1,902	1.00%	9.94%	-0.20069	
ecember 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	46	15,927	0.29%	5.37%	3,775	341,756	1.10%	10.45%	-9.628441	0.0000
ecember 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	29,280	0.00%	0.01%						-2.99
ecember 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,751	0.01%	0.14%						-2.967
ecember 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	29,376								
ecember 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	12,799								
cember 2019	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	5	1	5.00	0.00	39	1	39.00	0.00		
cember 2019	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
ecember 2019	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	601	628	95.70%	20.28%	-0.211787	-1.1287
cember 2019	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
cember 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	4	4	100.00%	0.00%		
cember 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	34	37								
cember 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	9	9		0.00%						
ecember 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
cember 2019	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%		
ecember 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	9	11								
cember 2019	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	2	1	2.00	0.00	1,717	498	3.45	6.02	-0.240405	-1.1461
cember 2019	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	1	1	1.00							
cember 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	14	_	7.00	0.00						
cember 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	56	23								
cember 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	24	5								
cember 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	27	7	3.86							
cember 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,925	1,946								
cember 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	167.38	609	0.27							
cember 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	145.29	216								
ember 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	312.67	609	0.51							
ember 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
ember 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	4939.50	2,225								
ember 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200								
ember 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200								
ember 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
ember 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.12							
ember 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	3,479								
ember 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	32493.86	3,479								
ember 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	676.80	5,640	0.12							
ember 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
ember 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7162.80	5,640								
cember 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397								
			Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
ember 2019	Pre-Ordering															

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 Scor
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	30.47	64	0.48							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	24.44	128	0.19							
December 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	54.91	64	0.86							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	2,326	0.66							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	2,326	3.67							
December 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	10350.70	2,326	4.45							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	39.58	72	0.55							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	610.66	72	8.48							
December 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	650.24	72	9.03							
December 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
December 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
December 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445	9.82							
December 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
December 2019	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							
December 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
December 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
December 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3.346	2.80							
December 2019	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							
December 2019	Pre-Ordering	PO-2A	All Electronic LSRs	INP	Diagnostic	N/A	1.201	1.504	79.85%							
December 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	22	57	38.60%							
December 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	150	249	60.24%					+		-
December 2019	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,201	1,280	93.83%					-		-
December 2019 December 2019	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs All Flow-through Eligible LSRs			N/A N/A	1,201	1,280	93.83%							
				Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	150		0.1101.10							
December 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic			158	94.94%							-
December 2019	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	66:57	1	66:57							-
December 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	218:07	233	0:56							-
December 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	22	22	100.00%							
December 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	142	142	100.00%							
December 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,098	1,098	100.00%							
December 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	4	4	100.00%							
December 2019	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	114	115	99.13%							
December 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	273	273	100.00%							
December 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
December 2019	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	11	45.45%	49.79%	9	32	28.13%	6 44.96%	-1.102781	1 -1.6704
November 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,476	1,477	99.93%							
November 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	766,794	767,965	99.85%							
November 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,250	2,250	100.00%							
November 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.180	2.181	99.95%	2.14%	32.707	33.036	99.00%	6 9.93%	-4.32766	-3.631
November 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,249	2,250	99.99%							
November 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2.246.869	2.232.067	1.01							
November 2019	Database Updates	DB-1C-1	ΔII	Directory Listing	Diagnostic	N/A	2043.82	15,464	0.13							
November 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29.340	29.340	100.00%							
November 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%					+		-
November 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XMI	Diagnostic	N/A	29,340	29,340	100.00%					+		-
November 2019	Electronic Gateway Availability	GA-3	Gateway Availability - ESK Gateway Availability - Repair	EBTA		N/A	41.700	41,700	100.00%					-		-
November 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RenairGUI	Diagnostic Diagnostic	N/A	41,700	41,700	100.00%							-
November 2019 November 2019		GA-3	System Availability - ASR	EASE		N/A	40,485 26.580	40,485	100.00%							-
	Electronic Gateway Availability				Diagnostic				100.00%							-
November 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	1	4	25.00%	6 43.30%	-0.666667	7 -1.4053
November 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	3	66.67%							
November 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	5	60.00%							
November 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	12	20	60.00%	48.99%	1	6				9 -2.5186
November 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	0	3	0.00%			
November 2019	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%	0	3	0.00%			
November 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	4	25.00%	43.30%	257	436	58.94%	6 49.19%	0.86245	-0.4756
November 2019	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	22:46	1	22:46	0:00	58158:53	1,647	35:19			1 -1.2051
November 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15:11	2	7:36	6:45	65:51	4	16:28	8 25:50	-0.396504	4 -1.2410
November 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10:18	3	3:26	2:11						
November 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18:13	5	3:39	3:28						
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	102:33	20	5:08	4:53	99:04	6	16:31	1 21:08	-1.157403	3 -1.7036
November 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	267:27	47	5:41	3:57	72226:53	2,123	34:0	1 35:56	-5.346029	9 -4.2501
November 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	48:24	3	16:08	11:55	42:09	3	14:03			
November 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1:06	1	1:06	0:00	42:09	3	14:00			
November 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	31:16		7:49	4:13		559				
November 2019	Maintenance and Repair	MR-7A	Repair Repeat Rort Rate-Disp w/I MSA	Residence	Parity	N/A	0	- 1	0.00%	0.00%	23394.30					
November 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1		50.00%	50.00%	1	7,012	14.29%			
November 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%		- '	14.29%	54.8976	0.210420	-0.0720
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	5	0.00%	0.00%				+		-
November 2019 November 2019	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	5	20	25.00%	43.30%		-	14.29%	6 34.99%	0.006072	2 -0.996
		MR-7D MR-7D		1		N/A N/A	5	20			1	0.500				
November 2019	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity		4		8.51%	27.90%	362	2,539				-1.67
November 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	0	3	0.00%		0	1
November 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%			
November 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	80					
November 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	656	0.76%	8.70%	7	1,665			1.145867	7 -0.303
November 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	57,972	0.00%		0	52,479	0.001			
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	45	2.22%	14.74%	2,674		1.19%		0.209262	
November 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	208	0.00%		10	.,,	0.000		-0.990073	-1.601
November 2019			Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	959	0.31%	5.58%	0	813	0.00%	0		
November 2019 November 2019	Maintenance and Repair	MR-8														
November 2019 November 2019	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	9,030	0.06%	2.35%	0	813	0.00%	5		
November 2019						N/A N/A	5 21	9,030 2,802	0.06% 0.75%	2.35% 8.62%	9	813 1,702	0.001		0.990097	7 -0.398

	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator								
lovember 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	51	16,107	0.00.70	5.62%	3,197	344,489	0.93%	9.59%	-7.909648	0.000.
ovember 2019	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,649	1,972	83.62%	37.01%	-0.442467	
ovember 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	29,112		0.07%						-2.9716
ovember 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0			0.02%						-2.995
ovember 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	9	29,352								
ovember 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	12,799	0.00%							
lovember 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	3	33.33%							
lovember 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
lovember 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	34	34	100.00%							
November 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	46	59	77.97%	41.45%						
lovember 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	121	121	100.00%							
November 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	4									
November 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
November 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%			100.00%	0.0070	-		100.0070	0.0070		
November 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	29		7.25							
November 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	29									
November 2019		OP-4D OP-4D	Interval Zone 1 Areas		Benchmark	5.50	50		5.56							
	Ordering and Provisioning			Unbundled Loop - DS1 Capable												
November 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	366									
November 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	3		3.00							
November 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	3	1	3.00							
November 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	8	8	100.00%	0.00%		
November 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	47	48	97.92%	14.28%	3	3	100.00%	0.00%	-1.564726	-1.9512
November 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	60	60	100.00%	0.00%	2	2	100.00%	0.00%		
November 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	122	128	95.31%	21.14%	984	1,049	93.80%	24.11%	-0.668467	-1.4063
November 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,544	2,611	97.43%							
November 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22895.30									
November 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.63									
November 2019	Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL		N/A	71602.93									
					Diagnostic											
November 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7229.55									
November 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03									
November 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23									
November 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20									
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.46							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.83							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12.062	0.20							
November 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,327	0.97							
November 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26815.00									
November 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
November 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33301.00									
				REQUEST												
November 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)		Diagnostic	N/A	5674.50									
November 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68									
November 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18									
November 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10175.15									
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	975.64	4,424	0.22							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11150.79	24,948	0.45							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	194.00	1,815	0.12							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73	6,993	0.53							
November 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
November 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102 48	6 993	0.87							
November 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							
November 2019	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180								
	Pre-Ordering			TOTAL		N/A	7816.54									
November 2019			Pre-Order Response Times(Loop Qual Tools)		Diagnostic											
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18									
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479								
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00									
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94									
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96									
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	776	5.16							
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80									
November 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5960.12									
November 2019	Pre-Ordering	PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A	1.223									
November 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26									
	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs			N/A	26									
November 2019				Unbundled Loop Aggregate	Diagnostic											
November 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,223									
November 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26									
November 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	211									
November 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	316:46									
November 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	26	26	100.00%							
November 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	203	203	100.00%							
November 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,116	1,116	100.00%							
November 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	7	7	100.00%							
November 2019	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	126	145								
November 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	312									
November 2019 November 2019	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5D		LIS Trunk	Benchmark Benchmark	90.00% 85.00%	312	313	100.00%							
			FOCs provided for ASRs requesting LIS Trunks.				8	8						-		
lovember 2019	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	35	011.110	23.21%	2	24	8.33%	27.64%	-0.09998	-1.060
October 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	. , .,	N/A	1,702									
October 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	767,495		0.011.010							
October 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,292	2,292	100.00%							
October 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,844	1,846	99.89%	3.29%	32,764	33,048	99.14%	9.23%	-3.402111	-3.0683
	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,291	2,292	99.99%							
October 2019																

Column C	Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark				CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March Marc	October 2019			All			N/A		,								
March Care	October 2019																
Mary Company	October 2019																
March Control Contro	October 2019																
Column C																	
Column C								,	,								
Marie Service Marie Mari									27,960	100.00%							
March Marc								-	0	F0 000/	50,000			44.4407	40.000/	0.040400	-1.12896
Commonwheel								3			50.00%	4	9	44.44%	49.69%	-0.212132	-1.12890
## 2015 Marriam Carling Ma								3	4								
March Marc									7		E0 000/	2	0	22 220/	47 440/	0.014474	-1 55577
Marie Service Marie Mari								13				260					-0.51285
Management Mark Management Management Mark Management Ma								0	*								-0.51263
Anthony Company Comp								66-49	1			.,			0010070		-0.25432
April Commonweal Property Commonweal P																	-1.2495
Marie State									6								-1.63365
Section Sect	October 2019								4			210.00		20.00	00.00	1.042214	1.0000
Column C	October 2019								7								
March Marc	October 2019								26			240:58	9	26:46	35:59	-1.500991	-1.91253
Marches of Marches and Mode March Control March Contro	October 2019																-1.72436
March Marc	October 2019																-2.9183
Marches of Marches March	October 2019								1								-1.26131
Marchane of Process Marchane	October 2019			- representation of the control of t				0		0.0070	0.0070	0.0			0.0.00.0	JJOZ.1	
Marrier Service Month Month Month Service Service Service Service Service Service Service Service Service Se	October 2019			1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4				0	1					2.3070	3.30%		
Martener well figure 1 Mill Company Martener Market (1997) And Company	October 2019			The state of the s				3	6	0.0070	0.0070	2	10	20.00%	40.00%	0.700658	-0.5740
Marcasses of Paper 1975 Paper Regular March Carlos Paper Secular Special Control Paper Special Control Paper Secular Special Control Paper Secular Special Control Paper Special Control	October 2019							0	4			-					
Management Flaged Management Fl	October 2019	Maintenance and Repair	MR-7D				N/A	0	7								
Marcine of Region Marc	October 2019							3	26			2	10	20.00%	40.00%	-0.568493	-1.3456
Management Plane Mode Management Plane Mode Management Plane	October 2019		MR-7D					0				419					-2.61130
Martine Company Martine Martin	October 2019		MR-7E					1									-1.29305
Market M	October 2019	Maintenance and Repair	MR-8				N/A	6	666	0.90%	9.45%	17	1,676		10.02%	-0.247111	-1.15023
Manuscree principes Mile Took Relia SAS COP JERADENINO Pay NA 2 2 207 0.57% 5.7% 10 1.56% 0.95%	October 2019		MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	58,140	0.00%		0	51,783	0.00%			
Management on Region Med Trade Pairs Med Management on Region Med Trade Pairs Management on Region Med Trade Pairs Med M	October 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	45	2.22%	14.74%	2,919	226,509	1.29%	11.28%	0.1453	-0.91166
Martine Composition 1964 Train Sea	October 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	207	0.97%	9.78%	18	1,940	0.93%	9.59%	-0.223899	-1.13612
Mathematics of Region Mile Totals Pass Unuded Early Co. (2014) Party	October 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	982	0.41%	6.37%	0	813	0.00%			
Marting controlling Med Totals Rise Obstanded Loss MSGE Party MA Go 1,30 0.00% 18 1,500 0.00%	October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7	9,159	0.08%	2.76%	0	813	0.00%			
Montemark configure 484 Repart Agengement before on 18 Montemark configure 484 Repart Agengement before on 18 Montemark configure 484 1 1 10.005 0.005 1.005 2.208 2.307	October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	26	2,827	0.92%	9.55%	16	1,713	0.93%	9.62%	-0.048657	-1.02958
Materians and Regard Miss Materians and Regard Miss Materians and Regard Miss Materians and Regard Miss	October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	4	0.00%		18	1,930	0.93%	9.61%	-0.193853	-1.11785
Meyor Performance M. 14 This Richards Colf. of Earth of 1974 M. 14 2,228 0.075 0	October 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	54	16,323	0.33%	5.74%	3,464	347,845	1.00%	9.93%	-8.362897	-6.0842
Method Performance No. 19 The Rebustage CR-10 for for 1978 and US Track Department No. 10 The Rebustage CR-10 for for 1978 and US Track Department No. 10 The Rebustage CR-10 for for 1978 and US Track Department No. 10 The Rebustage CR-10 for for 1978 and US Track Department No. 10 The Rebustage CR-10 for for 1978 and US Track Department No. 10 The Rebustage CR-10 for for 1978 and US Track Department US Track US Track Department US Track US Track US Track Department US Track	October 2019	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	1,852	2,218	83.50%	37.12%	-0.444449	-1.27020
Personance No Personance No Country and Presidence No Country and Presidence No Country and Presidence	October 2019	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity		4			0.100						-2.95599
Marcon Professionary 0 Marcon Performance 10 1 Marcon Performance 0 Marcon Performance	October 2019		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	12,799	0.00%	0.02%						-2.99201
Table 2019 Control on differentiating OP-15A Interview Prediction Deliberaged Plant Date 100 Unknoted Loop - SEC Opcodes Planty NA 0 7 0.00 0.0	October 2019		141 10		LIS Trunk	Diagnostic	1471	8									
Secretary Contents and Provisioning CP-156 Secretary Sec	October 2019							-									
Amount Content of the Processing Chief State	October 2019	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity		-	7			0	1	0.00			
Description Coloring and Processoring OF-158 Per	October 2019							30	1			46,008	194			-0.57234	-1.34795
Content gast Principating Ch-34 Content gast Principating Ch-35 Content gast Principating Ch-36 Content gast Principating	October 2019							0	7			1	1				
Column grant Processions Column grant Proces	October 2019							1	1		0.00%	108	194	55.67%	49.68%	3.719016	1.26100
Case 2019 Oldering and Processioning CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 1 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2 Annes Librardon Early Control Section CP-3D Internel Zore 2	October 2019							0	1								
Column graw Provisioning CP-SD Steven Zora 1 Areas Obtuned Logo - 2 Very Non-Loaded Burchmark S0.00% 72 73 96.80%	October 2019							1	1								
Contenting and Provisioning OP-3D Internal Zeria FAmes Unburded Loop - Policy Parky NA 21 29 72.4% 4.40%	October 2019							2	2		0.00%	1	1	100.00%	0.00%		
Debte 2019 Oldering and Provisioning OP-3D Internal Zono 2 Aneas Unburded Loop Analog Barchmark 90.00% 1 1 100.00% 1 1 1 100.00% 1 1 100.00% 1 1 100.00% 1 1 100.00% 1 1 100.00% 1 1 100.00% 1 1 100.00% 1 1 100.00%	October 2019									00.0010							
Description Conting and Provisioning OP-SE Internal Zanz A Jeans Enhanced Expanded Loops - 19th Oncodes Section	October 2019										44.69%						
Debating and Provisioning OP-SE Internal Zazo 2 Ansas Unburded Loop - 2 Vire Non-Loaded Benchmark 00.00% 1 1 10.00% 0.00% 4 4 10.00% 0.00%	October 2019							181	183	0.010110							
Control Cont								1	1								
Seed 2019 Ordering and Provisioning OP-4E Internal Zone 2 Areas Unbunded Loop Analog Benchmark 6.00 10 1 1.00 1.00 1.00 1.00 1								10	10	10010010	0			400 5777			
Debug 2019 Ordering and Provisioning OP-4A Disputches within MSAs Sul-Lop Unbounding Benchmark 6.00 1.0 1 10.00								1	1		0.00%	4	4	100.00%	0.00%		
Debte 2019 Ordering and Phroxisoring OP-4B Depatches cutation MSAs Sub-Local Debte 2019 Ordering and Phroxisoring OP-4D Interval Zone 1 Annes Unbundled Loop - DSI Capable Benchmark 5.50 14 7 2.00									5								
Coloring and Provisioning OP-AD Interval Zone 1 Areas Unbundled Loop, 2-80 (Rapuble Banchmark 5.00 1.22 44 3.00									1								
Debte 2019 Ordering and Provisioning OP-4D Interval Zone 1 Ansea Unbundled Loop - 2 Wire Nort-Loaded Benchmark 6.00 4.25 8.4 5.00							0.00	-	1								
Cheber 2019 Ordering and Provisioning OP-4D Interval Zone 2 Areas Unbunded Loop - 2 Wire Non-Loaded Berchmark 6.00 2.4 8 3.00									44	0.00							
Chebro 2019 Ordering and Provisioning OP-4E Interval Zone 2 Areas Unbundled Loop - 2 Wire Non-Loaded Benchmark 6.00 24 8 3.00									/								
Chebre 2019 Ordering and Provisioning OP-4E Interval Zone 2 Areas Unbundled Loop - DS1 Cgable Benchmark 5.50 5 1 5.00									84								
Chebre 2019 Ordering and Provisioning OP-4E Interval Zone 2 Areas Unbundled Loop Analog Benchmark 6.00 4.2 7 6.00									8								
Cheer 2019 Ordering and Provisioning OP-SA New Service Installation Quality SUL-LOOP UNBUNDLING Party NA 0 2 100.00% 0.00% 5 5 100.00% 0								-	1								
Cheer 2019 Ordering and Provisioning OP-5A New Service Installation Quality Urbunded Loop - 2 Wire Nort-Loaded Party NA 81 83 87.5% 15.3% 100.00% 5 5 100.00% 0.00%	October 2019 October 2019								7		0.009/	2	2	100.000/	0.000/		
Chebre 2019 Ordering and Provisioning OP-SA New Service Installation Quality Unbundled Loop - 2 Wire Non-Leaded Parity NA 81 83 97.59% 15.33% 15.33% 15.33% 15.33% 15.23% 15	October 2019 October 2019							2	2			2	2			1 889204	0.0143
Chebra 2019 Ordering and Provisioning OP-SA New Service Installation Quality Unbundled Loop - DSI Capable Parity N/A 39 39 100.00% 0.00% 5 5 100.00% 0.0	October 2019 October 2019							0	2			5	5	100.00%	0.00%	1.000091	0.0143
Cheer 2019 Ordering and Provisioning OP-SA New Service Installation Quality Unbundled Loop Analog Parity NA 185 193 9.5.85% 19.93% 1.060 1.143 92.74% 25.95% 1-1.543199	October 2019 October 2019									0.10010		a		100.00%	0.000		
Debug 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Aptres Scheduler) REQUEST Diagnostic NA 2478.42 8.674 0.29	October 2019 October 2019											1 060	1 142			-1 543100	-1.93819
Pre-Ordering Pre-Ordering Po-1-MA GUI Pre-Order Response Times (Address Validation) REQUEST Diagnostic NA 2478.42 8,674 0.29	October 2019 October 2019				I NP					0010010	10.0376	1,000	1,143	04.1476	25.55%	-1.545189	1.00013
Pe-Ordering Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Address Validation) RESPONSE Diagnostic NA 2690.77 4,570 0.59	October 2019 October 2019				REQUEST												
Lober 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Adytess Validation) TOTAL Diagnostic NA 519.19 8.674 0.60 D beber 2019 Pro-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) REQUEST Diagnostic NA 104.34 111 0.94 beber 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) TOTAL Diagnostic NA 104.34 111 0.94 beber 2019 Pre-Ordering PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) REOUEST Diagnostic NA 88.52 86 1.03 beber 2019 Pre-Ordering PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) RESPONSE Diagnostic NA 16.44 79 0.21 beber 2019 Pro-Ordering PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) TOTAL Diagnostic NA 104.96 86 1.22 10.21	October 2019																
Lober 2019 Pie-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) REDUEST Diagnostic NA 95.94 111 0.88 bear 2019 Pie-Ordering PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) REDUEST Diagnostic NA 104.34 111 0.94 cheer 2019 Pie-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic NA 16.44 79 0.21 bear 2019 PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) RESPONSE Diagnostic NA 16.44 79 0.21 bear 2019 PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) TOTAL Diagnostic NA 16.44 79 0.21	October 2019 October 2019	Pre-Ordering															
ober 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Appt. Scheduler) TOTAL Diagnostic NA 104.34 111 0.94 beber 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) REOUEST Diagnostic NA 88.52 86 1.03 ober 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic NA 16.44 79 0.21 ober 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) TOTAL Diagnostic NA 104.34 19 0.21	October 2019																
ober 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) REQUEST Diagnostic NA 88.52 86 1.03 betw 2019 Pro-Order Response Times (Facility Assignment) RESPONSE Diagnostic NA 16.44 79 0.21 betw 2019 PO-1-IMA GUI Pro-Order Response Times (Facility Assignment) TOTAL Diagnostic NA 104.96 86 1.22	October 2019																
closer 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) RESPONSE Diagnostic NA 16.44 79 0.21 ober 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) TOTAL Diagnostic NA 104.96 86 1.22	October 2019 October 2019																
ber 2019 Pre-Ordering PO-1-IMA GUI Pre-Order Response Times (Facility Assignment) TOTAL Diagnostic N/A 104.96 86 1.22	October 2019 October 2019																
	October 2019 October 2019	-															
DELICOTS PREVIOURING POPTHON OUT PREVIOUR RESULTES THIRES (FASING CHIRICS) REDUCEST URBGROSSIC INFA 147.27 107 1.38																	
	october 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Uraer Response Times (Facility Check)	REQUEST	Diagnostic	N/A	147.27	107	1.38							

Month	PID Category	PID	PID Title	Product Category	Standard						CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
October 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	75.78	105								
October 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	223.05									
October 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1441.28	1,356								
October 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00									
October 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7927.28	1,356								
October 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	34.36	32								
October 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6.76	32								
October 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	41.12	32								
October 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1109.09	2,229								
October 2019	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	975.64 2084.73									
October 2019 October 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic Diagnostic	N/A N/A	2084.73	2,229								
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	38.37	35								_
October 2019 October 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	21.95	17								-
October 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	65.35	35								-
October 2019 October 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	612.61	1.114								-
October 2019 October 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	13979.49	1,114								-
October 2019 October 2019	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	13979.49	1,114								_
October 2019	Pre-Ordering	PO-1-IMA GOI	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523								_
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479								_
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response		N/A	7477392.00	1,096,392								
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic Diagnostic	N/A	25880.94	7.311								
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568								
October 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Quai Tools XIVL)	XML Request/Response	Diagnostic	N/A	3991.25	4,300								
October 2019	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	19800.00	5,280								
October 2019	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XMI	Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XMI)	XML Request/Response	Diagnostic	N/A	9368.80	3,280								
October 2019 October 2019	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML) Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	5958.80	1.722								
October 2019	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A	1 440	1,722								
October 2019 October 2019	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,440	1,875								
October 2019	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	245	375								
October 2019 October 2019	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Flow-through Eligible LSRs	I NP	Diagnostic	N/A	1.440	1.523								
October 2019	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,440	1,523								
October 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	245	246								_
October 2019	Pre-Ordering Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	404:34	292								_
October 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	404.34									_
October 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	253	253								_
October 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,279									_
October 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	1,279	1,278								-
October 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	138	151								-
October 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	I NP	Benchmark	90.00%	395	395								_
October 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	9	330								
October 2019	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	9	15			4	43	9.30%	29.05%	0.550827	-0.66512
September 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,430	1,431			- 4	43	9.30%	29.05%	0.330027	-0.00512
September 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	772,743	773,451								-
September 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2.326	2.326								-
September 2019		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1.824	1.824			35.159	35.438	99.21%	8.84%	-3.710204	-3.2556
September 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2.326	2.326		0.00.00	33,139	30,430	99.21%	0.04%	-3.710204	-3.2336
September 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,287,221	2,247,942								
September 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1750.53	15.444								
September 2019		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28.980								-
September 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980								
September 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XMI	Diagnostic	N/A	28,980	28,980								
September 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSK Gateway Availability - Repair	EBTA	Diagnostic	N/A	41.460	41.460								
September 2019		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380									
September 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	25.800	25.800								
September 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	25,000	25,000	100.00%							
September 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3		60.00%	48.99%	11	14	78.57%	41.03%	0.260075	-0.8418
September 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0		0.00%	0.00%			70.37 /	41.0070	0.200073	-0.0410
September 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	2								_
September 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	22								
September 2019 September 2019	Maintenance and Repair	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	Parity	N/A	21	45		49.89%	4		25.00%	43.30%	-0.959024	-1.5830
September 2019	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	3	45		49.89%	1	4	33.33%		-0.959024	
September 2019 September 2019		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	7	10			2	6			-1 506237	
September 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Rusinges	Parity	N/A	1	14		45.83% 45.18%	219	430	50.93%		1.381065	
September 2019 September 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30:09	14	\$ 28.57% 5 6:02		77·49	430			0.431644	
September 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	163:37		1 163:37	00	77:49	14	0:33	5:29	0.431044	-0.7375
September 2019 September 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10:24	1								
September 2019 September 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	322:07	22								
September 2019 September 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	322:07 275:04	45			35:00		8-45	9:18	-0.543263	-1.330
September 2019 September 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	275:04	36		0.00	104047:27	2,234			-0.543263	
September 2019		MR-6F	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9:02	38			104047:27	2,234			-3.640657	
September 2019 September 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A	9:02 47:58	10			27:36	5	5:31		-0.604542	
September 2019 September 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	47:58	10			28793:13	550	52:21		-0.604542	
September 2019 September 2019	Maintenance and Repair Maintenance and Repair	MR-6E MR-7D	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	42:12		10:33 0.00%		28/93:13	550				
September 2019 September 2019	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0		0.00%		1	15	6.67%	24.94%	-0.517549	-1.3146
September 2019 September 2019	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A N/A	0	- 1	0.00%							_
September 2019 September 2019	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1		Parity	N/A N/A	0	22		34.32%						_
September 2019 September 2019		MR-7D 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 Parity	N/A N/A	12					15	6.67%	24.94%	1,295213	-0.2125
	Maintenance and Repair Maintenance and Repair	MR-7D				N/A N/A	12	36			339	15 2,658				
oeptember 2019	Maintenance and Repair Maintenance and Repair	MR-7D MR-7F	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A N/A	3	36	8.33% 0.00%						-0.789801	-1.4801
Contemb 224-		NIK-/E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity		0	3		0.00% 45.83%	0	6	0.00%			
		MD 7E	Denois Denois Denois Data Zen: 0	Hebrardad Lean DC4 C	Derito											
		MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	3	10			77	6	0.0070		0.791639	

September 2019	PID Category Maintenance and Repair	PID MP.0	PID Title	Product Category Enhanced Extended Loops - DS1 Capable	Standard	Benchmark N/Δ	CLEC Numerator 0	CLEC Denominator 692	CLEC Result CL	EC Standard Deviation	CTL-Q Numerator C	1 L-Q Denominator	1 18%	"L-Q Standard Deviation 10.82%	Modified Z Score	Parity Score
eptember 2019 eptember 2019		MR-8	Trouble Rate	LIS Trunk	Panty	N/A N/A	8	58.428	0.00%	10.69% 0.41%	20	1,689	0.00%	10.82%	-0.057479	-1.0349
		MR-8				N/A	0	58,428		0.41%	2 700					
		MR-8	Trouble Rate	Residence SUB-LOOP UNBUNDLING	Parity	N/A N/A			0.00%		2,789	228,738	1.22%	10.97%	-0.736892 -1.419733	-1.4479 -1.8631
		MR-8	Trouble Rate		Parity	N/A	0	205		4.45%	21	1,954	1.07%	10.31%	-1.419/33	-1.8631
eptember 2019 eptember 2019		MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2 22	1,009	0.20%	4.45%	0	821 821	0.00%			
-p-101110-01-01-0		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity Parity	N/A	55	9,273	1.92%	13.74%	10	1,727	0.00%	7.59%	5.81783	2.5369
		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity	N/A	55	2,858	0.00%	13.74%	21	1,727	1.08%	7.59%	-0.208787	-1 1269
eptember 2019		MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	40	16.508	0.24%	4.92%	3.302	351.199	0.94%	9.65%	-9.080423	-6.5205
eptember 2019 eptember 2019		NI-1A	Trunk Blockage to CTI -Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	40	16,508	0.24%	4.92%	3,302	351,199	0.94%	9.65%	-9.080423	-0.5205 -2 8598
eptember 2019 September 2019		NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc Wi TGSR excl	LIS Trunk	Parity	N/A	13	12,871	0.05%	0.25%						-2.8598
		NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc WITGSR excl	LIS Trunk		N/A	13	12,871	0.00%	0.08%						-2.9858
September 2019		NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc W/o TGSR excl	LIS Trunk	Diagnostic	N/A	13	12,871	0.05%							
September 2019 September 2019		NI-1D OP-15Δ		Unbundled Loop - DS1 Capable	Diagnostic	N/A	406	12,8/1	58.00	0.00	28		28.00	0.00		
September 2019 September 2019	Ordoning and Frombioring	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A	52	6	8.67	9.83	45.175	205	28.00	351.75	-1.453099	-1.883
		OP-15A OP-15B-RD				N/A	52		0.00%	0.00%	45,175	205	0.00%	0.00%	-1.453099	-1.883
September 2019 September 2019		OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A	2	6	33.33%	47.14%	119	205	58.05%	49.35%	-1.209236	-1.735
		OP-15B-RD				N/A	2	6	0.00%	0.00%	525		96.33%	49.35% 18.80%	1.768825	0.075
eptember 2019 eptember 2019		OP-3B	Dispatches within MSAs	Residence	Parity Parity	N/A	0	1	100.00%	0.00%	121	545 125		18.80%	-0.181095	
			Dispatches outside MSAs	Residence			1	1		0.00%	121	125	96.80%	17.60%	-0.181095	-1.110
		OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
		OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
eptember 2019 eptember 2019	Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	90.00% N/A	47	29	100.00%	0.00%			0.00%	0.00%		
-p-10111001					Parity		29			0.00%	0	1	0.00%	0.00%		
eptember 2019		OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	9	16	56.25%							
		OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%	0.077	-		400.000	0.577		
eptember 2019		OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	7	7	100.00%	0.00%		
eptember 2019		OP-4B OP-4D	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	2 86	1	2.00							
September 2019		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00		29	2.97							
	Ordoning and Frombioning	01 40	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	0.00	115	17	6.76							
September 2019		OP-4E OP-4F	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
September 2019		OP-4E OP-5A	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00 N/A	5	1	5.00 100.00%	0.00%	27	27	100.00%	0.00%		
September 2019			New Service Installation Quality	LIS Trunk	Parity		1	1								
		OP-5A	New Service Installation Quality	Residence	Parity	N/A	2	2	100.00%	0.00%	922	1,023	90.13%	29.83%	-0.467612	-1.284
September 2019		OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
September 2019		OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	60	63	95.24%	21.30%	2	2	100.00%	0.00%	-1.335445	-1.811
		OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	29	29	100.00%	0.00%	3	3	100.00%	0.00%		
		OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	17	18	94.44%	22.91%	847	916	92.47%	26.39%	-0.314767	-1.191
		OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	8,200	8,232	99.61%							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2953.46	9,466	0.31							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	3002.16	4,956	0.61							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	5955.62	9,466	0.63							
September 2019			Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	115.13	142	0.81							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	125.00	142	0.88							
September 2019			Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	96.85	86	1.13							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	12.67	82	0.15							
September 2019			Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	109.52	86	1.27							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	177.62	146	1.22							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	285.34	142	2.01							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	462.96	146	3.17							
September 2019			Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1643.09	1,501	1.09							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8129.09	1,501	5.42							
September 2019			Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	36.36	32	1.14							
September 2019			Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	115.14	32	3.60							
September 2019			Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	151.50	32	4.73							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1179.44	2,374	0.50							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1129.10	4,746	0.24							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2308.54	2,374	0.97							
September 2019			Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	37.65	20	1.88							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	42.00	45	0.93							
September 2019			Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	55.86	20	2.79							
September 2019		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	135.51	45	3.01							
September 2019			Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	676.61	1,214	0.56							
September 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	14452.83	1,214	11.91							
September 2019		PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	15129.44	1,214	12.46							
September 2019		PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
September 2019		PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
September 2019		PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	1,096,392	6.82							
September 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
September 2019		PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
September 2019		PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
September 2019		PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
September 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
September 2019		PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
September 2019		PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,519	1,997	76.06%							
September 2019		PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	86	31.40%							
September 2019		PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	180	279	64.52%							
eptember 2019		PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,519	1,618	93.88%							
September 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	27	30	90.00%							
September 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	180	181	99.45%							
		PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	68:08	1	68:08							
eptember 2019	Pre-Ordering															

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
eptember 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	27	27	100.00%							
eptember 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	181	181	100.00%							
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,400	1,400	100.00%							
	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	7	7	100.00%							
September 2019 September 2019	Pre-Ordering Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark Benchmark	90.00%	107	119	89.92% 100.00%							
	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5D	FOCs on Time for Electronic/Manual LSRs FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark Benchmark	90.00%	389	389	100.00%							
September 2019		PO-SD PO-SA	Non-Designed Services	Non-Designed Services	Parity	N/A	- 0	- 4	0.00%	0.00%	2	44	4 55%	20.83%	-1 701288	-2 03431
September 2019	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	12	0.00%	0.00%	1	22	4.55%	20.83%	-0.377392	-1.229438
August 2019	Billina	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.529	1.530	99 93%	0.0070			4.00%	20.0070	0.077002	1.220400
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	813,534	814,501	99.88%							
August 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,588	2,588	100.00%							
August 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,919	1,921	99.90%	3.22%	36,396	36,836	98.81%	10.86%	-4.288629	-3.607302
August 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,587	2,588	99.99%							
August 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,645,028	2,588,958	1.02							
August 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2178.95	18,662	0.12							
August 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
August 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
August 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
August 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
August 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
August 2019 August 2019	Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR Timely Outage Resolution after Software Releases	EASE	Diagnostic	N/A N/A	27,660	27,660	100.00%							
		GA-7 MR-5A	,g		Diagnostic	N/A N/A	0	0	75.00%	43.30%		-	60.00%	48.99%	-0.456435	-1.277493
August 2019 August 2019	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	Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity	N/A N/A	3	4	75.00% 100.00%	43.30%	3	5	60.00%	48.99%	-U.456435	-1.277493
August 2019 August 2019	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared Wi 4 Hours-Zone 1 All Troubles Cleared Wi 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Diagnostic	N/A N/A	2	2	0.00%	0.00%						
August 2019 August 2019	Maintenance and Repair Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	2	66.67%							
August 2019 August 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	13	17	76.47%	42.42%	0	10	80.00%	40.00%	-0.286281	-1.174046
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	4	25.00%	43.30%	-2.267787	-2.378717
August 2019 August 2019	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%	3.0076		,	20.0076	40.3076	2.207707	2.070711
August 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	7	100.00%	0.00%	1	3	33.33%	47.14%	-2.04939	-2.245941
August 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	12	41.67%	49.30%	241	434	55.53%	49.69%	0.66115	-0.598049
August 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25:57	4	6:29	7:48	62:17	4	15:34	20:37	-0.62306	-1.378794
August 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	5:14	2	2:37	1:52						
August 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14:39	2	7:19	2:43						
August 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20:36	6	3:26	1:44						
August 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	63:00	17	3:42	3:39	67:11	7	9:36	16:22	-0.801229	-1.487113
August 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	247:54	38	6:31	5:25	77839:09	1,818	42:49	173:15	-1.278002	-1.77697
August 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11:04	3	3:41	0:13	167:08	3	55:43	78:28	-0.81198	-1.493649
August 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4:31	1	4:31	0:00						
August 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	14:52	7	2:07	1:05	21:02	2	10:31	7:41	-1.362294	-1.828216
August 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	16:40	4	4:10	4:21	27210:52	636	42:47		-1.305578	-1.793735
August 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	0	11	0.00%	0.00%		
August 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
August 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
August 2019	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%						
August 2019	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A N/A	4	17	23.53%	42.42% 22.33%	271	11	0.00%		1.193998	-0.27410°
August 2019 August 2019	Maintenance and Repair Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A			5.26%						-1.291146	-1.78496
		MD 75	Danis Danis Danis Data Zana O	Established Established BOA Occability	D. C.	B1/8			0.0007		2/1	2,227		32.69%	4.000007	4 700000
		MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	2	2,227	50.00%	32.69% 50.00%	-1.309307	-1.796002
August 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0		0.00%	0.00% 0.00%	2	4	50.00%	50.00%		
August 2019	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	-		0.00% 28.57%	0.00% 0.00% 45.18%	2	4	50.00%	50.00% 50.00%	-0.683763	-1.415699
August 2019 August 2019	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7E MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A	0	3 1 7 4	0.00% 28.57% 0.00%	0.00% 0.00% 45.18% 0.00%	2 101	4 731	50.00% 50.00% 13.82%	50.00% 50.00% 34.51%	-0.683763 -0.798611	-1.415699 -1.485521
August 2019 August 2019 August 2019	Maintenance and Repair Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	0		0.00% 28.57%	0.00% 0.00% 45.18%	2	4	50.00%	50.00% 50.00% 34.51% 7.25%	-0.683763	-1.415699
August 2019 August 2019 August 2019 August 2019	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7E MR-7E MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity	N/A N/A N/A N/A	0	3 1 7 4 717	0.00% 28.57% 0.00% 0.98%	0.00% 0.00% 45.18% 0.00% 9.83%	2	4 731 1,704	50.00% 50.00% 13.82% 0.53%	50.00% 50.00% 34.51% 7.25%	-0.683763 -0.798611	-1.415699 -1.485521
August 2019 August 2019 August 2019 August 2019 August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A	0 2 0 7	3 1 7 4 717 59,604	0.00% 28.57% 0.00% 0.98% 0.00%	0.00% 0.00% 45.18% 0.00% 9.83%	2 2 101 9 0	4 731 1,704 50,415	50.00% 50.00% 13.82% 0.53% 0.00%	50.00% 50.00% 34.51% 7.25%	-0.683763 -0.798611 1.388852	-1.415698 -1.48552* -0.155638
August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	0 2 0 7	3 1 7 4 717 59,604	0.00% 28.57% 0.00% 0.98% 0.00% 0.00%	0.00% 0.00% 45.18% 0.00% 9.83%	2 101 9 0 2,437	4 731 1,704 50,415 231,512	50.00% 50.00% 13.82% 0.53% 0.00% 1.05%	50.00% 50.00% 34.51% 7.25%	-0.683763 -0.798611 1.388852 -0.67629	-1.415699 -1.485521 -0.155638
August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate Trouble Rate Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING	Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	0 2 0 7	3 1 7 4 717 59,604 43	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.00%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58%	2 101 9 0 2,437	4 731 1,704 50,415 231,512 1,974	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76%	50.00% 50.00% 34.51% 7.25% 10.21% 8.68%	-0.683763 -0.798611 1.388852 -0.67629	-1.415698 -1.48552* -0.155638
August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Rate Trouble Rate Trouble Rate Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop Analog Enhanced Extended Loops - DST Capable LIST Tunk Residence SUB-LOOP UNBUNDLING 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	0 2 0 7	3 1 7 4 717 59,604 43 206 1,017	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.00%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58%	2 101 9 0 2,437	4 731 1,704 50,415 231,512 1,974 820 820	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00%	\$0.00% \$0.00% 34.51% 7.25% 10.21% 8.68%	-0.683763 -0.798611 1.388852 -0.67629 -1.195109	-1.415699 -1.48552* -0.155638 -1.411159 -1.726574
August 2019 August 2019 August 2019 August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nort-Loaded	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	0 2 0 7 2 0 0 0 3	3 1 7 4 717 59,604 43 206 1,017 9,414	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.00% 0.29%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58%	2 2 101 9 0 2,437 15 0	4 731 1,704 50,415 231,512 1,974 820 820	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.68%	-0.683763 -0.798611 1.388852 -0.67629 -1.195109	-1.415699 -1.48552* -0.155638 -1.411159 -1.726574
August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Nor-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	0 2 0 7 2 2 0 0 3 3 6	3 1 7 4 717 59,604 43 206 1,017 9,414 2,911 4	0.00% 28.57% 0.00% 0.00% 0.00% 0.00% 0.00% 0.29% 0.06% 0.82% 0.00%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 2.52% 9.04%	2 101 9 0 2,437 15 0	4 731 1,704 50,415 231,512 1,974 820 820 1,744	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.00%	\$0.00% \$0.00% 34.51% 7.25% 10.21% 8.68%	-0.683763 -0.798611 1.388852 -0.67629 -1.195109	-1.415698 -1.48552* -0.155638 -1.41115\$ -1.726574 -0.81549\$ -1.106562 -5.890944
August 2019	Maintenance and Repair Network Performance	MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop Analog Enhanced Extended Loops - DST Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2ST Capable Unbundled Loop - DST Capable Unbundled Loop - DST Capable Unbundled Loop - DST Capable Unbundled Loop - SST Unbundled Loop - Loop	Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	0 2 0 0 7 2 0 0 0 3 6 6 24 0 4 2	3 1 7 4 777 59,604 43 206 1,017 9,414 2,911 4 16,622 28,056	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.29% 0.66% 0.82% 0.05%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 2.52% 9.04% 5.02%	2 101 9 0 2,437 15 0 0 13	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.00% 0.75% 0.76%	50.00% 50.00% 34.51% 7.25% 10.21% 8.68% 8.80% 8.71%	-0.683763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278	-1.415696 -1.48552' -0.155636 -1.411155 -1.726574 -0.815493 -1.106566 -5.890944 -2.949444
August 2019	Maintenance and Repair	MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop Analog Enhanced Extended Loops - DST Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - LOST Capable Unbundled Loop - XDSL	Parity	N/A	0 2 0 7 2 0 0 3 6 24 4 0 0	3 1 77 4 4 777 59,604 43 206 1,017 9,414 2,911 4 16,622 28,056 12,871	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.00% 0.06% 0.06% 0.06% 0.02% 0.02%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 2.52% 9.04%	2 101 9 0 2,437 15 0 0 13	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.00% 0.75% 0.75%	50.00% 50.00% 34.51% 7.25% 10.21% 8.68% 8.80% 8.71%	-0.683763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278	-1.415698 -1.48552* -0.155638 -1.41115\$ -1.726574 -0.81549\$ -1.106562 -5.890944
August 2019	Maintenance and Repair Network Performance Network Performance	MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wir TGSR excl Trunk Blockage to CTL-Q End Of wir TGSR excl	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Resistence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 28 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - L	Parity Diagnostic	N/A	0 2 0 0 7 2 0 0 0 3 6 6 24 0 4 2	3 1 7 4 4717, 59,604 43 206 1,017 9,414 4 16,622 28,056 1,2871 28,320	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.00% 0.09% 0.08% 0.08% 0.00% 0.00%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 2.52% 9.04% 5.02%	2 101 9 0 2,437 15 0 0 13	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.00% 0.75% 0.75%	50.00% 50.00% 34.51% 7.25% 10.21% 8.68% 8.80% 8.71%	-0.683763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278	-1.415696 -1.48552' -0.155636 -1.411155 -1.726574 -0.815493 -1.106566 -5.890944 -2.949444
August 2019	Maintenance and Repair Maintenance Network Performance Network Performance Network Performance	MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop Analog Enhanced Extended Loops - DST Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - XDSL Unbundled Loop Analog LIS Trunk LIS Trunk LIS Trunk LIS Trunk	Parity Dainy Parity Parity Parity Parity Parity Parity Parity Diagnostic Diagnostic	N/A	2 2 0 0 7 7 2 2 0 0 0 3 3 6 6 24 4 2 2 5 5 2 2 9 9 2 2 2	3 1 77 4 4 777 59,604 43 206 1,017 9,414 2,911 4 16,622 28,056 12,871	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.29% 0.82% 0.08% 0.25% 0.02% 0.02% 0.02%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 2.55% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 0 133 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.00% 0.075% 0.75% 0.76% 0.83%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.415693 -1.48552' -0.155638 -1.41115! -1.726574 -0.815493 -1.10656; -5.89094 -2.94944 -2.953794
August 2019	Maintenance and Repair	MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Ra	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 28 Wiren Nort-Leaded Unbundled Loop - DS1 Capable Unbundled Loop - MS1 Capable Unbundled Loop - ANGL LIS Trunk	Parity Dagnostic Diagnostic Diagnostic Diagnostic	N/A	2 0 0 7 7 2 0 0 0 3 6 6 24 4 2 5 5 2 2	3 1 7 4 4717, 59,604 43 206 1,017 9,414 4 16,622 28,056 1,2871 28,320	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.00% 0.29% 0.06% 0.25% 0.02% 0.02% 0.03%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 9.04% 5.02% 0.10% 0.23%	2 101 9 0 2,437 15 0 0 13	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.00% 0.00% 0.00% 0.05% 0.76% 0.83%	50.00% 50.00% 34.51% 7.25% 10.21% 8.68% 8.69% 9.09%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair Nationance and Repair Nationance American Repair Network Performance Network Performance Network Performance Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Ra	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20 S1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - MS Lo	Parity Dainy Parity	N/A	2 2 0 0 0 7 7 2 2 0 0 0 0 3 6 6 24 4 0 0 42 5 2 2 2 6 6 7 7	3 1 7 4 7117 59,604 43 206 1,017 9,414 4,2,911 4 16,622 28,066 12,871 28,300 12,871 7	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.00% 0.00% 0.05% 0.25% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 2.55% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 0 133 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.00% 0.075% 0.75% 0.76% 0.83%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.415693 -1.48552' -0.155638 -1.41115! -1.726574 -0.815493 -1.10656; -5.89094 -2.94944 -2.953794
August 2019	Meintenance and Repair Maintenance and Repair Network Performance Network Performance Network Performance Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop Analog Enhanced Extended Loops - DST Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - ADSL Unbundled Loop - ADSL Unbundled Loop - ADSL Unbundled Loop - ADSL LIS Trunk LIS Trunk LIS Trunk LIS Trunk Unbundled Loop - DST Capable	Parity	N/A	2 2 0 0 7 7 2 2 0 0 0 3 3 6 6 24 4 2 2 5 5 2 2 9 9 2 2 2	3 1 7 4 4717, 59,604 43 206 1,017 9,414 4 16,622 28,056 1,2871 28,320	0.00% 28.57% 0.00% 0.98% 0.00% 0.00% 0.00% 0.28% 0.08% 0.25% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.75% 0.83% 22.00 50.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.60% 8.71% 9.09% 29.70 50.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-10 MR-9 MR-9 MR-9 MR-9 MR-9 MR-9 MR-9 MR-9	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl Trunk Blockage to CTL-Q End Ole wir TGSR excl	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Resistence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 20 Yiren Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - ADSL Unbundled Loop Analog LIS Trunk	Parity	N/A	2 2 0 0 0 7 7 2 2 0 0 0 0 3 6 6 24 4 0 0 42 5 2 2 2 2 6 6 7 7	3 1 7 4 7117 59,604 43 206 1,017 9,414 4,2,911 4 16,622 28,066 12,871 28,300 12,871 7	0.09% 28.57% 0.009% 0.88% 0.009% 0.009% 0.009% 0.28% 0.28% 0.029%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 0 133 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.00% 0.00% 0.00% 0.05% 0.76% 0.83%	50.00% 50.00% 34.51% 7.25% 10.21% 8.68% 8.69% 9.09%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair Network Performance Network Performance Network Performance Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop Analog Enhanced Extended Loops - DST Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - ADSL Unbundled Loop Analog LIS Trunk LIS TRUNL LIS LIS LOOP - ADSL COMPATIBLE	Parity Benchmark Parity Benchmark	N/A	2 2 0 0 7 7 2 2 0 0 0 0 3 3 6 6 2 4 4 2 2 5 5 2 2 2 2 2 2 6 6 6 7 7 3 3 3 3 1 1 1	3 1 7 4 4 717 50,604 43 206 1,017 9,414 2,911 4 16,622 28,060 12,871 7 7 7 3 3 3 1	0.09% 28.87% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.25% 0.00%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.75% 0.83% 22.00 50.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.60% 8.71% 9.09% 29.70 50.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair Maintenance Network Performance Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Ra	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 28 Vire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - MS1 Capable LIS Trunk LIS Trunk LIS Trunk LIS Trunk LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Parity Benchmark Parity Benchmark	N/A	0 2 2 0 0 7 7 2 2 0 0 0 3 3 6 24 4 0 0 42 2 5 5 2 9 2 2 266 7 7 3 3 3 1 1 3 3 9	3 1 7 4 717,7 59,604 43 3 266 1,017 9,414 2,911 4 16,622 28,056 12,871 28,320 12,871 7 7 7 3 3 3 1 1	0.00% (28.57% 0.00	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.00% 0.76% 0.00% 0.75% 0.75% 0.75% 0.83% 22.00 50.00%	\$0.00% \$0.00% 34.51% 7.25% 10.21% 8.68% 8.69% 8.71% 9.09% 29.70 50.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Ra	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - BS1 Capable Unbundled Loop - BS1 Capable Unbundled Loop - SST Capable LIS Trunk LIS Trunk LIS Trunk LIS Trunk LIS Trunk Unbundled Loop - DS1 Capable	Parity Benchmark Benchmark Benchmark Benchmark Benchmark	N/A	2 2 2 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 1 1 3 3 9 2 2 2 2	3 1 7 4 4 777 59,604 43 206 1,017 9,414 2,911 4 16,622 28,066 12,871 28,320 12,871 7 7 3 3 3 1 1 40 29	0.09%, 28.87%, 0.00%, 0.09%, 0.00%, 0	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 1.05% 0.76% 0.00% 0.75% 0.83% 22.00 50.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.60% 8.71% 9.09% 29.70 50.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Meintenance and Repair Maintenance and Repair Network Performance Network Performance Network Performance Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Ra	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Anslog Unbundled Loop - Anslog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 28 Wiren Nort-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - ASSL Unbundled Loop - ASSL LIS Trunk Unbundled Loop - DS1 Capable	Parity Benchmark Parity Benchmark Parity Benchmark	N/A	0 2 2 0 0 7 7 2 2 0 0 0 3 3 6 24 4 0 0 42 2 5 5 2 9 2 2 266 7 7 3 3 3 1 1 3 3 9	3 1 7 4 717,7 59,604 43 3 266 1,017 9,414 2,911 4 16,622 28,056 12,871 28,320 12,871 7 7 7 3 3 3 1 1	0.00% 28.57% 0.00% 0.00% 0.00% 0.00% 0.00% 0.28% 0.00% 0.02% 0.00% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.00%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.00% 0.76% 0.00% 0.75% 0.75% 0.75% 0.83% 22.00 50.00%	\$0.00% \$0.00% 34.51% 7.25% 10.21% 8.68% 8.69% 8.71% 9.09% 29.70 50.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wir TGSR excl Trunk Blockage to CTL-Q End Ote wir TGSR excl Trunk Blockage to CTL-Q End Ote wir TGSR excl Trunk Blockage to CTL-Q End Ote wir TGSR excl Trunk Blockage to CTL-Q End Ote wir TGSR excl Trunk Blockage to CTL-Q End Ote wir TGSR excl Trunk Blockage to CTL-Q End Ote wir TGSR excl Trunk Blockage to CTL-Q End Ote wir TGSR excl Trunk Blockage to CTL-Q End Ote wir TGSR excl Trunk Blockage TGTL-Q End Ote wir TGSR excl	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Resistence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - SS1 Capable	Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark	N/A	2 2 2 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 1 1 3 3 9 2 2 2 2	3 1 7 4 717 59,004 43 206 1,017 9,414 2,911 4 16,622 28,056 12,871 7 7 3 3 1 1 40 29 19 19	0.00% 28.57% 0.00% 0.88% 0.00% 0.00% 0.00% 0.00% 0.00% 0.05% 0.05% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.00% 0	0.00% 0.00% 45.18% 0.00% 9.83% 9.83% 0.58% 5.42% 0.00% 0.00% 0.00%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.76% 0.76% 0.75% 0.83% 22.00 50.00% 100.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.09% 29.70 50.00% 0.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Ra	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DST Capable Unbundled Loop Analog Enhanced Extended Loops - DST Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop - ADSL Unbundled Loop - ADSL Unbundled Loop - ST Capable Unbundled Loop - ST Capable Unbundled Loop - DST Capable	Parity Benchmark Parity Benchmark	N/A	2 2 0 0 0 7 7 2 2 0 0 0 0 3 6 6 2 4 4 2 2 2 2 2 2 6 6 7 7 3 3 3 1 1 3 9 9 2 2 2 1 8 8 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 1 7 4 4 717 50,604 43 206 1,017 9,414 2,911 4 16,622 28,060 12,871 7 7 7 3 3 1 4 0 29 19 19	0.09% 28.87% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.25% 0.25% 0.00% 0.25% 0.00% 10.00% 10.00% 10.00% 10.00%	0.00% 0.00% 45.18% 0.00% 9.83% 0.58% 5.42% 9.04% 5.02% 0.10% 0.23%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.00% 0.76% 0.00% 0.75% 0.75% 0.75% 0.83% 22.00 50.00%	\$0.00% \$0.00% 34.51% 7.25% 10.21% 8.68% 8.69% 8.71% 9.09% 29.70 50.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair Network Performance Network Performance Network Performance Network Performance Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wir TGSR excl Trunk Blockage to CTL-Q Tandem Ofc wir TGSR excl Trunk Blockage to CTL-Q Tandem Ofc wir TGSR excl Trunk Blockage to CTL-Q Tandem Ofc wir TGSR excl Trunk Blockage to CTL-Q End Obc wir TGSR excl Trunk Blockage to CTL-Q End Obc wir TGSR excl Trunk Blockage to CTL-Q End Obc wir TGSR excl Trunk Blockage to CTL-Q End Obc wir TGSR excl Trunk Blockage To The ST End Trunk Blockage Trunk Blockage TGT-Q End Obc wir TGSR excl	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 28 Vire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - MS1 Capable Unbundled Loop - MS1 Capable Unbundled Loop - ANALOG LIS Trunk LIS Trunk LIS Trunk LIS Trunk USS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Parity Benchmark Parity Benchmark Parity Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark Benchmark	NVA	0 0 2 2 0 0 7 7 2 2 0 0 0 3 3 6 6 24 4 0 0 42 2 2 2 86 6 7 7 3 3 1 1 3 9 9 2 2 18 8 3 3 3 3 4 4	3 1 7 4 717 59,004 43 206 1,017 9,414 2,911 4 16,622 28,056 12,871 7 7 3 3 1 1 40 29 19 19	0.00%, 28.57% 0.00%, 0.	0.00% 0.00% 45.18% 0.00% 9.83% 9.83% 0.58% 5.42% 0.00% 0.00% 0.00%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.76% 0.76% 0.75% 0.83% 22.00 50.00% 100.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.09% 29.70 50.00% 0.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trunk Blockage to CTL-O Tandem Ofc wir TGSR excl Trunk Blockage to CTL-O End Ob wir TGSR excl Trunk Blockage to CTL-O End Ob wir TGSR excl Irunk Blockage to CTL-O	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - BS1 Capable Unbundled Loop - BS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - DS1 Capable LIS Trunk LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable LIS Trunk LIS Trunk UNBUNDLED LOOP - DS1 Capable LIS Trunk	Parity Benchmark Benchmark Benchmark Benchmark Parity Benchmark Parity Benchmark Parity Benchmark	N/A	2 2 0 0 0 7 7 2 2 0 0 0 0 3 6 6 2 4 4 2 2 2 2 2 2 6 6 7 7 3 3 3 1 1 3 9 9 2 2 2 1 8 8 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 1 7 4 4 717 50,604 43 206 1,017 9,414 2,911 4 16,622 28,060 12,871 7 7 7 3 3 1 4 0 29 19 19	0.00% (28.57% 0.00	0.00% 0.00% 45.18% 0.00% 9.83% 9.83% 0.58% 5.42% 0.00% 0.00% 0.00%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.76% 0.76% 0.75% 0.83% 22.00 50.00% 100.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.09% 29.70 50.00% 0.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair Maintenance are Repair Maintenance are Repair Maintenance and Repair Maintenance Network Performance Network Performance Network Performance Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wir TGSR excl Trunk Blockage to CTL-Q End Ofc wir TGSR excl Trunk Blockage	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 28 Viren Nort-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - ASSL Unbundled Loop - ASSL Unbundled Loop Analog LIS Trunk LIS LIS LOOP - ADSL COMPATIBLE LIS Trunk LIS LOOP - ADSL COMPATIBLE LIS Trunk LIS Trun	Parity Benchmark	NVA	0 0 2 2 0 0 7 7 2 2 0 0 0 3 3 6 6 24 4 0 0 42 2 5 5 2 9 2 2 266 6 7 7 3 3 1 1 39 9 2 2 18 8 3 3 3 4 4 6 6 3 3	3 1 7 4 4 717 59,604 43 3 266 1,017 9,414 4 16,622 28,066 12,871 7 7 3 3 1 1 40 29 19 3 3 3 4 4 3 1 1	0.00% (28.57% 0.00	0.00% 0.00% 45.18% 0.00% 9.83% 9.83% 0.58% 5.42% 0.00% 0.00% 0.00%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.76% 0.76% 0.75% 0.83% 22.00 50.00% 100.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.09% 29.70 50.00% 0.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl Trunk Blockage to CTL-Q End Ofc wi TGSR excl Trunk Blockage to CTL-Q End Ofc wi TGSR excl Trunk Blockage to CTL-Q Fandem Ofc wid TGSR excl Trunk Blockage to CTL-Q Fandem Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Irunk Blockage to CTL-Q E	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Resistence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - SSI LIS Trunk LIS Trunk LIS Trunk LIS Trunk LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - SSI Capable Unbundled Loop Analog Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop - SSI Capable	Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark	N/A	2 2 0 0 0 0 3 6 6 24 4 0 0 42 2 5 2 2 66 6 7 7 3 3 1 1 1 39 9 2 2 18 8 3 3 4 4 6 6 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 1 7 4 4 717 50,604 43 206 1,017 9,414 2,911 4 16,622 28,060 12,871 7 7 7 3 3 1 4 0 29 19 19	0.00% (28.57% 0.00	0.00% 0.00% 45.18% 0.00% 9.83% 9.83% 0.58% 5.42% 0.00% 0.00% 0.00%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.76% 0.76% 0.75% 0.83% 22.00 50.00% 100.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.09% 29.70 50.00% 0.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
August 2019	Meintenance and Repair Maintenance and Repair Network Performance Network Performance Network Performance Ordering and Provisioning	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trouble Ra	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Residence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - MS1 Capable Unbundled Loop - MS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop Analog Sib-Loop Unbundling UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop Analog Sib-Loop Unbundling UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop Analog Sib-Loop Unbundling UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable	Parity Benchmark	NVA	0 0 2 2 0 0 7 7 2 0 0 0 0 0 0 0 0 0 0 0	3 1 7 4 4 717 50,604 43 206 1,017 9,414 2,911 4 16,622 28,056 12,871 7 7 3 3 3 1 4 40 29 19 3 3 4 4 4 11 11 11	0.00%. 28.57%. 0.00%. 0.98%. 0.00%. 0.00%. 0.00%. 0.29%. 0.00%. 0.28%. 0.00%. 0.28%. 0.00%. 0.28%. 0.00%. 0.28%. 0.00%. 0.28%. 0.00%. 0.28%. 0.00%. 0.28%. 0.00%. 0.28%. 0.00%. 0	0.00% 0.00% 45.18% 0.00% 9.83% 9.83% 0.58% 5.42% 0.00% 0.00% 0.00%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.76% 0.76% 0.75% 0.83% 22.00 50.00% 100.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.09% 29.70 50.00% 0.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.41569 -1.48552 -0.15563 -1.41115 -1.72657 -0.81549 -1.10656 -5.89094 -2.94944 -2.95379 -0.9923
Liquist 2019 Liqui	Maintenance and Repair	MR-7E MR-7E MR-7E MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8 MR-8	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl Trunk Blockage to CTL-Q End Ofc wi TGSR excl Trunk Blockage to CTL-Q End Ofc wi TGSR excl Trunk Blockage to CTL-Q Fandem Ofc wid TGSR excl Trunk Blockage to CTL-Q Fandem Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Trunk Blockage to CTL-Q End Ofc wid TGSR excl Irunk Blockage to CTL-Q E	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - Analog Enhanced Extended Loops - DS1 Capable LIS Trunk Resistence SUB-LOOP UNBUNDLING UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - SSI LIS Trunk LIS Trunk LIS Trunk LIS Trunk LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - SSI Capable Unbundled Loop Analog Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop Analog Sub-Loop Unbundling Unbundled Loop - SSI Capable	Parity Benchmark Parity Benchmark Parity Benchmark Parity Benchmark	N/A	2 2 0 0 0 0 3 6 6 24 4 0 0 42 2 5 2 2 66 6 7 7 3 3 1 1 1 39 9 2 2 18 8 3 3 4 4 6 6 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 1 7 4 4 717 59,604 43 3 266 1,017 9,414 4 16,622 28,066 12,871 7 7 3 3 1 1 40 29 19 3 3 3 4 4 3 1 1	0.00% (28.57% 0.00	0.00% 0.00% 45.18% 0.00% 9.83% 9.83% 0.58% 5.42% 0.00% 0.00% 0.00%	2 2 101 9 0 2,437 15 0 0 13 15 2,958	4 731 1,704 50,415 231,512 1,974 820 820 1,744 1,964 355,148	50.00% 50.00% 13.82% 0.53% 0.00% 0.76% 0.76% 0.75% 0.83% 22.00 50.00% 100.00%	50.00% 50.00% 34.51% 7.25% 10.21% 8.65% 8.71% 9.09% 29.70 50.00% 0.00%	-0.883763 -0.798611 1.388852 -0.67629 -1.195109 0.303488 -0.175278 -8.044886	-1.415 -1.485 -0.155 -1.411 -1.726 -0.815 -1.100 -5.890 -2.945 -2.953

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
August 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	14	4	3.50							
August 2019	Ordering and Provisioning		New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	23	24	00.0010		-0.456832	-1.2777
August 2019	Ordering and Provisioning		New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	3	3		0.00%	0	1	0.00%			
August 2019	Ordering and Provisioning		New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	2	2				
August 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	40	40	100.00%	0.00%	2	2	100.00%	0.00%		
August 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	29	29	100.00%	0.00%	0	1	0.00%	0.00%		
August 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	29	29	100.00%	0.00%	1,012	1,076	94.05%	23.65%	-1.336361	-1.812
August 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,182	5,235	98.99%							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	3073.11	4,984	0.62							
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	3073.11	4.984								
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	192.71	219	0.88							
August 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	207.69	219								
August 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							_
August 2019 August 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714 20	9 197	0.41							_
August 2019 August 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.00							_
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST		N/A	285.41	12,020								_
August 2019	Pre-Ordering Pre-Ordering			RESPONSE	Diagnostic	N/A	120.38									_
August 2019			Pre-Order Response Times (Facility Check)		Diagnostic			210								
August 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	405.79	214								
August 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1773.63	1,572								
August 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
August 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8259.63	1,572	5.25							
August 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5,822								
August 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68	3,825	0.09							
August 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18	5,822								
August 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1218.81	2,380	0.51							
August 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	1212.56	4,754								
August 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	2431.37	2,380								
August 2019	Pre-Ordering		Pre-Order Response Times (Gervice Availability)	ACCEPT	Diagnostic	N/A	194.00	1,815								
August 2019 August 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST		N/A	3590.73									_
					Diagnostic	N/A	3590.73 2317.75									_
August 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic			1,815								-
August 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6,993								
August 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	657.87	1,178								
August 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180								
August 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1960.58	1,178								
August 2019	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 2019	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 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445	9.82							
August 2019	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 2019	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568								
August 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	775								_
August 2019	Pre-Ordering		Pre-Order Response Times (Weet Full Inquiry XWL)	XML Request/Response	Diagnostic	N/A	19800.00	5.280								_
																_
August 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
August 2019	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722								
August 2019	Pre-Ordering		All Electronic LSRs	LNP	Diagnostic	N/A	1,512	1,982								
August 2019	Pre-Ordering		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	40	149								
August 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	266	366	72.68%							
August 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,512	1,617	93.51%							
August 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	40	42	95.24%							
August 2019	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	266	270	98.52%							
August 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	794:31	248	3:12							
August 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	40	40								
August 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	269	269								_
	Pre-Ordering Pre-Ordering		FOCs on Time for Fully Electronic LSRs	I NP	Benchmark	95.00%	1 370	1.370								_
August 2019						0.010070	.,,									-
August 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	25	25								
August 2019	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	128	130								
August 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	388	389								
August 2019	Pre-Ordering		FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2								
August 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12								
August 2019	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	9	0.00%	0.00%	3	44	6.82%	25.21%	-0.16456	-1.1000
July 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,623	1,624	99.94%							
July 2019	Billing		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	793,381	793,381								
July 2019	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,327	2,327	100.00%							
July 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1.820	1.820		0.00%	35.600	35.892	99.19%	8.98%	-3.769304	-3.2915
July 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2.326	2.327	99.98%	0.0078	55,500	55,082	55.1876	0.3076	0.700004	0.2010
July 2019	Database Updates		All	LIDB	Diagnostic	N/A	2,003,231	1,968,903								_
July 2019 July 2019	Database Updates Database Updates		All	Directory Listing	Diagnostic	N/A	2,003,231	1,968,903								_
																-
July 2019	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600								_
July 2019	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	30,573	30,600								
July 2019	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600								
July 2019	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200								
July 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
July 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
July 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2019	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	4	7	57.14%	49.49%	-1.080123	-1.656
July 2019	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%							
July 2019	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	6	8								
July 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	12	31		48.71%	4		66.67%	47.14%	0.815813	-0.504
	Maintenance and Repair					N/A				48.71%	4				-0.729695	
July 2019			All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity		5	8	0410010		6	13				
July 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	2	3	66.67%	47.14%	1	1	100.00%		-0.67449	
July 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	6	13			0.404678	
July 2019	Maintenance and Repair		Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	224	477			-0.085959	
July 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	1,118	2,654	42.13%	49.38%	-0.1991	-1.121

Month	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator						CTL-Q Standard Deviation		
uly 2019	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	46:37	1	46:37	0:00	36869:42	651	0.0.00	54:07	-0.185017	-1.1124
ly 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	18:40	7	2:40	1:05	24:05	6	4:01	2:07	-1.147885	-1.6978
ly 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6:45	2	3:22	0:01						
ly 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	30:52	8	3:52	2:41						
ly 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	168:37	31		3:17	32:46	5	6:33	7:19	-0.316268	-1.1922
ly 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	185:33	31	5:59	4:23	80033:59	1,940	41:15	145:58	-1.334615	-1.8113
ly 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30:41	8	3:50	2:58	212:40	11	19:20	31:14	-1.068106	-1.6493
ıly 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	14:58	3	4:59	3:23	2:54	1	2:54	0:00		
uly 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	19:11	2	9:35	1:34	212:40	11	19:20	31:14	-0.405835	-1.246
ulv 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	17:49	6	2:58	1:59	38043:27	677	56:12	54:08	-2.397998	-2.4578
uly 2019	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	1	0.00%	0.00%		
ulv 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	. 7	14.29%	34.99%	1			33.07%	-0.622926	-1.3787
uly 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%		0	12.3076	33.07 /8	-0.022320	-1.3707
uly 2019 uly 2019		MR-7D				N/A	0	- 8		0.00%						
	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity		0	8								
uly 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	31	12.90%	33.52%	1	8	12.50%	33.07%	-0.619806	-1.3768
uly 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	1	31	3.23%	17.67%	244	2,308		30.75%	-1.321379	-1.8033
ıly 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	0	13		0.00%		
ıly 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	3	0.00%	0.00%	0	1	0.00%	0.00%		
ıly 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	13	0.00%	0.00%		
ıly 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	117	771	15.18%	35.88%	-1.03204	-1.6274
uly 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15	731	2.05%	14.18%	20	1,728	1.16%	10.70%	1.895629	0.1524
ulv 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	59.436	0.01%	0.71%	1	49.359	0.00%	0.45%	1.102325	-0.3298
uly 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	43	0.00%		2,506	233,863		10.30%	-0.682407	-1.4148
uly 2019 uly 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	4	203	0.49%	7.00%	2,300	2.000		10.19%	-0.742355	-1.451
uly 2019 uly 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	-	1,043	0.49%	4.37%	21	2,000		10.1976	-0.192333	-1.451
uly 2019 uly 2019	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate			N/A N/A	2	1,043	0.19%	4.37%	0	823 823				
,				Unbundled Loop - 2 Wire Non-Loaded	Parity	1411	8	.,	0.0070	=	0		0.0070			
uly 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	33	2,930	1.13%	10.55%	19	1,767		10.31%	0.164208	-0.9001
uly 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	5	0.00%		21	1,990		10.22%	-0.230636	-1.1402
uly 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	37	16,823	0.22%	4.68%	3,079	358,504	0.86%	9.23%	-8.777049	-6.3360
uly 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	29,736	0.01%	0.11%						-2.9661
uly 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	12,943	0.01%	0.08%						-2.9600
uly 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	29,832	0.02%							
uly 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	12,943	0.01%							
ulv 2019	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	189	14		2.59	29	2	14 50	9.19	-0.14391	-1.0874
uly 2019	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	14	14		0.00%	20	2	100.00%	0.00%	0.14001	1.0074
uly 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	14	4	100.00%	0.0078	2		100.0076	0.0078		
		OP-3D		LIS Trunk		N/A	- 1		100.00%	0.000/			400.000/	0.000/		
uly 2019	Ordering and Provisioning		Interval Zone 1 Areas		Parity		1	1		0.00%	4	4	100.00%	0.00%		
luly 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	32	32								
luly 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	12	12		0.00%	2	3	66.67%	47.14%	-1.095445	-1.6659
July 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	86	86	100.00%							
July 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	96	32								
July 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	15	3	5.00							
July 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	76	16	4.75							
July 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	2	2	1.00							
July 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	6	6	100.00%	0.00%		
July 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	57	57	100.00%	0.00%	4	4	100.00%	0.00%		
luly 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	9	13	69.23%	46.15%	3	4	75.00%	43.30%	-0.440377	-1.267
luly 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	84	90	93.33%	24.94%	981	1,054		25.39%	-0.093009	-1.0565
luly 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	I NP	Benchmark	95.00%	3.324	3.347	99.31%	24.5470	301	1,004	83.07 /6	23.3376	-0.000000	-1.0303
		PO-1-IMA GUI				N/A	22895.30									
uly 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic			94,570	0.26							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.63	60,595	0.82							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71602.93	94,570	0.76							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7229.55	15,612	0.47							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	15,612	0.50							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197	0.09							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	0.46							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.83							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12.062	0.20							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,327	0.20							
uly 2019 uly 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	26815.00	31 880	0.97							
,	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		RESPONSE		N/A N/A	26815.00 6486.00	5,640	1.15							
uly 2019			Pre-Order Response Times (Get CSR)		Diagnostic											
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33301.00	31,880	1.04							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5,822	0.98							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68	3,825	0.09							
uly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18	5,822	1.03							
,	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10175.15	24,948	0.42							
		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17148.88	45,656	0.39							
ıly 2019	Pre-Ordering	1	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27324.03	24,948	1.10							
ıly 2019 ıly 2019 ıly 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	4	ACCEPT	Diagnostic	N/A	194.00	1.815	0.12							
ıly 2019 ıly 2019 ıly 2019		PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)		Diagnostic	N/A	3590.73	6 993	0.53							
ily 2019 ily 2019 ily 2019 ily 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST		1411		1.815	1.28							
ily 2019 ily 2019 ily 2019 ily 2019 ily 2019	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST		NI/A										
uly 2019 uly 2019 uly 2019 uly 2019 uly 2019 uly 2019	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75									
uly 2019 uly 2019 uly 2019 uly 2019 uly 2019 uly 2019	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE TOTAL	Diagnostic Diagnostic	N/A	6102.48	6,993	0.87							
ly 2019 ly 2019 ly 2019 ly 2019 ly 2019 ly 2019 ly 2019 ly 2019	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools)	RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic	N/A N/A	6102.48 6513.83	6,993 13,540	0.87 0.48							
ly 2019 ly 2019 ly 2019 ly 2019 ly 2019 ly 2019 ly 2019 ly 2019 ly 2019	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tods) Pre-Order Response Times(Loop Qual Tods)	RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	6102.48 6513.83 1302.71	6,993 13,540 180	0.87 0.48 7.24							
ly 2019	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools)	RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	6102.48 6513.83 1302.71 7816.54	6,993 13,540 180 13,540	0.87 0.48 7.24 0.58							
ly 2019	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tods) Pre-Order Response Times(Loop Qual Tods)	RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	6102.48 6513.83 1302.71	6,993 13,540 180	0.87 0.48 7.24							
ily 2019 ily 2019 ily 2019 ily 2019 ily 2019 ily 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	6102.48 6513.83 1302.71 7816.54 10829.18	6,993 13,540 180 13,540	0.87 0.48 7.24 0.58							
lly 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML)	RESPONSE TOTAL REQUEST RESPONSE TOTAL XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	6102.48 6513.83 1302.71 7816.54	6,993 13,540 180 13,540 6,524	0.87 0.48 7.24 0.58 1.68							
ly 2019	Pre-Ordering	PO-1-IMA GUI PO-1-XML PO-1-XML	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Facility Check XML)	RESPONSE TOTAL REQUEST RESPONSE TOTAL XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	6102.48 6513.83 1302.71 7816.54 10829.18 1030.17 7477392.00	6,993 13,540 180 13,540 6,524 4,479 761,445	0.87 0.48 7.24 0.58 1.68 0.23 9.82							
lly 2019	Pre-Ordering	PO-1-IMA GUI PO-1-XML	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Address Validation XML) Pre-Order Response Times (Address Validation XML)	RESPONSE TOTAL REQUEST RESPONSE TOTAL XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	6102.48 6513.83 1302.71 7816.54 10829.18 1030.17	6,993 13,540 180 13,540 6,524 4,479	0.87 0.48 7.24 0.58 1.68 0.23							

Month	PID Category	PID	PID Title	Product Category			CLEC Numerator C			LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	C1L-Q Standard Deviation	Modified Z Score	Parity Score
uly 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
uly 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
uly 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5960.12	1,724	3.48							
uly 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,386	1,929	71.85%							
uly 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	108	39.81%							
uly 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	267	402	66.42%							
uly 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,386	1,507	91.97%							
uly 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	43	47	91.49%							
luly 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	267	273	97.80%							
July 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	619:45	279	2:13							
July 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	43	43	100.00%							
July 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	264	264	100.00%							
July 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,246	1,246	100.00%							
July 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
July 2019	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	114	122	93.44%							
July 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	454	454	100.00%							
July 2019	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
July 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	8	8	100.00%							
July 2019	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	3	3	100.00%	0.00%	3	34	8.82%	28.36%	-5.337273	-4.2448
June 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,634	1,634	100.00%							
June 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	813,345	813,408	99.99%							
June 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,604	2,604	100.00%							
June 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,878	1.887	99.52%	6.89%	36.656	36.976	99.13%	9.26%	-1.777122	-2.0804
June 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,599	2.604	99.81%	2.2370	,500	22,070		2.2070		
June 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,325,568	2,292,912	1.01							
June 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1574.42	16.405	0.10							_
June 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							_
June 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
June 2019 June 2019	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XML	Diagnostic	N/A N/A	28,800	28,800	100.00%							-
June 2019 June 2019	Electronic Gateway Availability Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - Repair	FBTA		N/A	28,800	28,800 41,400	100.00%							-
June 2019 June 2019	Electronic Gateway Availability Electronic Gateway Availability	GA-3	Gateway Availability - Repair Gateway Availability - Repair	RepairGUI	Diagnostic Diagnostic	N/A N/A	41,400	41,400 40.125	100.00%							
		GA-3		RepairGUI EASE		N/A N/A										-
June 2019	Electronic Gateway Availability		System Availability - ASR		Diagnostic		25,500	25,500	100.00%							
June 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	3	6	50.00%	50.00%	-0.990867	-1.60240
June 2019	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%							
June 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	2	0.00%							
June 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	15	66.67%	47.14%	2	5	40.00%		-1.054093	
June 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	5	9	55.56%	49.69%	-0.33541	-1.20391
June 2019	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%	5	9	55.56%	49.69%	-0.848528	-1.51586
June 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	8	16	50.00%	50.00%	252	440	57.27%	49.47%	0.328973	-0.79999
June 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15:18	5	3:04	1:43	183:21	6	30:33	66:25	-0.683681	-1.41564
June 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	16:06	3	5:22	3:19						
June 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24:21	2	12:10	2:15						
June 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	72:22	15	4:49	4:56	202:58	5	40:36	71:02	-0.975156	-1.59285
June 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	145:11	29	5:00	3:53	62021:55	1,906	32:32	33:36	-4.379578	-3.66259
June 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12:25	3	4:08	2:21	90:00	6	15:00	21:35	-0.711819	-1.43275
June 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:16	1	3:16	0:00	90:00	6	15:00	21:35	-0.503417	7 -1.30605
June 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	9:12	4	2:18	3:08	21581:20	545	39:36	34:05	-2.180575	-2.32569
June 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	1	7			-0.472789	
June 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	. 0	3	0.00%	0.00%			14.2070	04.00%	0.472700	1.20740
June 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%						_
June 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	2	15	20.00%	40.00%		7	14.29%	34.99%	-0.310763	-1.1889
June 2019 June 2019	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog		N/A	2	15	6.90%	40.00%	268	2.306			-0.310763 -0.789051	
		MR-7D MR-7E			Parity	N/A N/A	2	29		25.34% 47.14%	268	2,306	11.62%			
June 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%		2	9		41.57%	-0.300709	
June 2019	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A N/A	0	1	0.00%	0.00%	2	9	22.22%		-0.507093	
June 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity		0	-4	0.00%	0.00%					-0.68164	
June 2019	Maintenance and Repair	MR-8 MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	738	1.08%	10.35%	15				0.54509	-0.66860
June 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A N/A	0	60,132	0.00%		0	48,855				-1 40876
June 2019	Maintenance and Repair	1411.4.0		Residence	Parity		0		0.0070		2,402				-0.672353	
June 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	203	0.00%		15	-,			-1.177415	-1.71581
June 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,064	0.28%	5.30%	0	828				
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	9,828	0.02%	1.43%	0	828				
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	16	2,998	0.53%	7.29%	14	1,111		8.84%	-0.960218	
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	6	0.00%		15				-0.21256	
June 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	33	17,081	0.19%	4.39%	2,927	361,729	0.81%	8.96%	-8.780985	
June 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	29,760	0.02%	0.23%						-2.95195
June 2019	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%						-2.99226
June 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	16	30,072	0.05%							
June 2019	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%							
June 2019	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	285	5	57.00	0.00	3	1	3.00	0.00		
June 2019	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	0	1	0.00	0.00	41,879	179	233.96	344.65	-0.676957	-1.4115
June 2019	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%	0	1	0.00%	0.00%		
June 2019	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	102	179	56.98%	49.51%	3.719016	1.2610
June 2019	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
June 2019	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	7	7	100.00%	0.00%	401	404	99.26%	8.59%	-0.226886	-1.1379
lune 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	1	1	100.00%	0.00%		
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%	2.0070				3.00%		
	Jonny and r rovioloning		Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	18	20	90.00%							
June 2019	Ordering and Provincening					30.00%		∠0	aU.UU%							
June 2019 June 2019	Ordering and Provisioning	OP-3D			Darity	N/A	20	20	100.000/	0.0001	_		400.0007	0.0001		
lune 2019 lune 2019 lune 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	22	22	100.00%	0.00%	3	3	100.00%	0.00%		
une 2019 une 2019					Parity Benchmark Benchmark	N/A 90.00% 90.00%	22 34	22 35 4	100.00% 97.14% 100.00%	0.00%	3	3	100.00%	0.00%		

g O O O O O O O O O O O O O O O O O O O														Wodilled 2 Scole	Parity Score
g O G O G O G O G O G O G O G O G O G O	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	8	8	100.00%							
g O g O g O g O g O g O g O g O g O g O	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	2	2	1.00							
g O G O O G O O G O O G O O G O O G O O G O O G O O G O O G O O G O O O C O O O O	OP-4C	No dispatches	Residence	Parity	N/A	7	7	1.00	0.00	180	159	1.13	0.98	-0.350729	-1.21322
g O O O O O O O O O O O O O O O O O O O	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	8	1	8.00	0.00						
g O g O g O g O	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
g O g O g O g		Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	14	5	2.80							
g O g O	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
g O	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	142	29	4.90							
g O	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	12	2	6.00							
	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	60	12	5.00							
	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	1	1	100.00%	0.00%		
g O	OP-5A	New Service Installation Quality	Residence	Parity	N/A	7	7	100.00%	0.00%	1,030	1,147	89.80%	30.27%	-0.889001	-1.54047
g O	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%	3	3	100.00%	0.00%	0.253347	-0.84597
		New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
g O	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	20	95.00%	21.79%						
		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	22	24	91.67%	27.64%	3	3	100.00%	0.00%	-0.793734	-1.48255
	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	59	60	98.33%	12.80%	913	974	93.74%	24.23%	-1.426098	-1.86700
		Number Portability Timeliness with Loop Coord	INP	Benchmark	95.00%	19	19	100.00%	12.0010						
		Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4.328	4.346	99.59%							
			REQUEST		N/A	632.30	1.510	0.42							
		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic Diagnostic	N/A	1069.02	1,074	1.00							
		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1701.32	1,510	1.00							
					N/A										
		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic		200.14	214	0.94							
		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	216.09	214	1.01							
		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	196.42	172	1.14							
		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	26.35	161	0.16							
		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	222.77	172	1.30							
		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	287.58	214	1.34							
		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	54.47	210	0.26							
		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	342.05	214	1.60							
P	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	640.41	467	1.37							
P	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7126.41	467	15.26							
P	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	448	0.97							
		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6.22	64	0.10							
		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	440.81	448	0.98							
		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	321.23	451	0.71							
		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	420.99	900	0.47							
		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	742.22	451	1.65							
			ACCEPT		N/A	5.67	32	0.18							
			REQUEST	Diagnostic	N/A	79.19									
		Pre-Order Response Times (TN Reservation)		Diagnostic			70	1.13							
		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	43.09	32	1.35							
		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	127.95	70	1.83							
		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	116.12	196	0.59							
			RESPONSE	Diagnostic	N/A	1302.71	673	1.94							
P	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1418.83	196	7.24							
P	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
P	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
P	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	9,008,906	0.83							
P	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
P	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
P	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5.280	3.75							
P	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
		Pre-Order Response Times (Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1.722	3.46							
		All Electronic LSRs	LNP	Diagnostic	N/A	1,246	1,667	74.75%		_					
		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	136	25.74%							
		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	268	326	82.21%							
			Unbundled Loop Aggregate	-	N/A N/A	1,246	326 1,364	91.35%							
		All Flow through Eligible LSRs	2.41	Diagnostic		1,246	1,364								
		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A			85.37%							
		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	268	270	99.26%							
		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	317:41	199	1:36							
		FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35	100.00%							
		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	255	255	100.00%							
P		FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,141	1,143	99.83%							
		FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
P		FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	88	89	98.88%							
P		FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	367	368	99.73%							
Pi Pi		FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10	100.00%							
Pi Pi Pi	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	6	16.67%	37.27%	6	37	16.22%	36.86%	-0.027767	-1.01688
Pi Pi Pi Pi	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,672	1,672	100.00%							
Pi Pi Pi Pi	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	814,326	814,850	99.94%							
Pi Pi Pi Pi Pi Bi	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,647	2,647	100.00%							
Pr Pr Pr Pr Pr B			UNEs and Resale Aggregate		N/A	2,286	2,290	99.83%	4.18%	33,153	33.376	99.33%	8.15%	-2.804083	-2.70476
Pi Pi Pi Pi Bi Bi Bi					N/A	2,646	2,647	99.98%							
Pri Pri Pri Pri Bi Bi Bi Bi Bi Bi Bi		All	LIDB	Diagnostic	N/A	2.405.565	2.374.056	1.01							
P.P.P.P.P.P.B.B.B.B.B.B.B.B.B.B.B.B.B.B						-,,	-10.11000								
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PPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPP	GA-1														
P.P.P.P.P.P.P.P.P.P.P.P.P.P.P.P.P.P.P.		Galeway AVdildDility - LOR	OID.	Diagnostic											
P. P	GA-1	Cotourou Augilebility I CD	VMI	Diagnostic				100.00%							
P. P	GA-1 GA-1	Gateway Availability - LSR Gateway Availability - Repair	XML EBTA	Diagnostic Diagnostic	N/A N/A	41.760	41.760	100.00%							
		BI-4A BI-4B DB-1B DB-1C-1 GA-1	BI-4A UNEs and Reside Aggregate BI-4B Reciprocal Compensation (MOU): DB-1B All DB-1C-1 All GA-1 Gateway Availability - LSR	BI-IA UNEs and Reside Aggregate UNEs and Reside Aggregate BI-IB Reciprocal Compensation (MOU): Reciprocal Compensation DB-IB All LIDB DB-IC-1 All Directory Listing GA-1 Gateway Availability - LSR IMAGUI	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Parity BI-4B Reciprocal Compensation (MOU): Reciprocal Compensation Diagnostic DB-1B All LIDB Diagnostic DB-1C-1 All Directory Listing Diagnostic GA-1 Gateway Availability - LSR IMAGUI Diagnostic GA-1 Gateway Availability - LSR SIA Diagnostic	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Parity NA BI-4B Reciprocal Compensation (MOU): Reciprocal Compensation Diagnostic N/A DB-1B All LIDB Diagnostic N/A DB-1C-1 All Directory Listing Diagnostic N/A GA-1 Gateway Availability - LSR IMAGUI Diagnostic N/A GA-1 Gateway Availability - LSR SIA Diagnostic N/A	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Parity NA 2.286 BI-4B Reciprocal Compensation (MOU): Reciprocal Compensation Diagnostic NA 2.465,65 DB-1B All LIDB Diagnostic NA 2.405,65 DB-1C-1 All Directory Listing Diagnostic NA 1814.38 GA-1 Gateway Availability - LSR IMAGUI Diagnostic NA 2.9.570 GA-1 Gateway Availability - LSR SIA Diagnostic NA 2.9.377	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Parity NA 2,286 2,280 BI-4B Reciprocal Compensation (MOU): Reciprocal Compensation Diagnostic N/A 2,465 2,647 DB-1B All LIDB Diagnostic N/A 2,405,565 2,374,056 DB-1C-1 All Directory Listing Diagnostic N/A 1814,38 21,169 GA-1 Gateway Availability - LSR IMAGUI Diagnostic N/A 29,520 29,520 GA-1 Gateway Availability - LSR SIA Diagnostic N/A 29,377 29,520	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate UNEs and Resale Aggregate Parity NA 2,286 2,200 99.83%. BI-4B Reciprocal Compensation (MOU): Reciprocal Compensation Diagnostic NA 2,466,565 2,374,056 1.01 DB-1B All LIDB Diagnostic NA 2,405,565 2,374,056 1.01 DB-1C-1 All Directory Listing Diagnostic NA 1814,38 21,169 0.09 DB-1C-1 All Gateway Availability - LSR MAGUI Diagnostic NA 29,520 29,520 10,00% GA-1 Gateway Availability - LSR SIA Diagnostic N/A 29,377 25,520 99.52%	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate UNEs and Resale Aggregate Parity NA 2,286 2,290 99.83% 4.18%	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Parity NA 2,286 2,290 99.83% 4.18% 33,153 BI-4B Reciprocal Compensation (MOU): Reciprocal Compensation Diagnostic NA 2,466 2,647 99.99% DB-1B All LIDB Diagnostic NA 2,405,695 2,374,096 1.01 DB-1C-1 All Directory Listing Diagnostic NA 1814.38 21,169 0.09 GA-1 Gateway Availability - LSR MAGUI Diagnostic NA 29,520 29,520 100,00% GA-1 Gateway Availability - LSR SIA Diagnostic NA 29,377 29,520 99.52%	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Parity NA 2,286 2,290 99.83% 4,18% 33,153 33,376	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Patity N/A 2,286 2,29 99.83% 4.18% 33,153 33,376 99.33% BI-4B Reciprocal Compensation (MOU): Reciprocal Compensation Diagnostic N/A 2,466 2,647 99.95% 1.01 DB-1B All LIDB Diagnostic N/A 2,465,656 2,374,056 1.01 DB-1C-1 All Directory Listing Diagnostic N/A 1814.38 21,169 0.09 1.01 DB-1C-1 All Gateway Availability - LSR IMAGUI Diagnostic N/A 29,520 29,520 100.00% 1.01 DB-1C-1 All Gateway Availability - LSR SIA Diagnostic N/A 29,577 29,520 99.52% 1.00.00% 1.01 DB-1C-1 All Gateway Availability - LSR SIA Diagnostic N/A 29,577 29,520 99.52% 1.01 DB-1C-1 All Diagnostic N/A 29,577 29,570 99	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Parity N/A 2,286 2,290 99.8% 4.18% 33,153 33,376 99.33% 8.15%	BI-4A UNEs and Resale Aggregate UNEs and Resale Aggregate Parity NA 2.286 2.99 99.83% 4.18% 33,153 33,376 99.33% 8.15% 2.2804083

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 Sco
May 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
May 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
lay 2019	Maintenance and Repair	MR-11B-RD	LNP Trouble Reports Cleared within 48 Hours	LNP	Diagnostic	N/A	1	1	100.00%							
ay 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2		0.00%	3	8	37.50%	48.41%	-1.632993	-1.992
lay 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	00.0070							
lay 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	4	5	80.00%							
lay 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	5	15	00.0010	47.14%	3	9	33.33%	47.14%	0	1
lay 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	4		43.30%	2	7	28.57%	45.18%	-1.639706	-1.996
May 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	2								
lay 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	6		47.14%	2	7	28.57%		-0.189466	
lay 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	10		90.91%	28.75%	286	447		48.01%	-1.837878	
May 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	2		50.00%	1,435	2,453			-0.406895	
May 2019	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	109:26	2	54:43	49:14	17205:54	524	32:50	30:24	0.954165	-0.419
May 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4:38	2	2:19	1:19	45:49	7	6:33	4:31	-1.167246	-1.709
May 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	16:53	4	4:13	3:54						
lay 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19:55	5	3:59	4:42						
lay 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	502:12	15	33:29	87:46	58:33	8	7:19	4:21	0.258527	7 -0.842
av 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	209:23	31	6:45	6:07	56320:42	1.878	29:59		-1.857279	-2.12
ay 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:29	4	3:37	1:17	93:22	6	15:34	21:00	-0.880936	-1.53
av 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:29			0:04						
ay 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	71:32		11:55	17:10	93:22	6	15:34	21:00	-0.30016	-1.18
ay 2019 av 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	22:27			2:09	18116:35	549			-1.98872	
		MR-7B				N/A	22.21	5			10110.33	349			-1.90072	-2.20
ay 2019	Maintenance and Repair		Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity		1	2	50.00%	50.00%	1	2	50.00%	50.00%	U	
lay 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2		0.00%	2	10	20.00%	40.00%	-0.645497	7 -1.39
lay 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%						_
ay 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	5	0.0070	0.00%						
ay 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	15	40.00%	48.99%	2	10	20.00%	40.00%	0.601708	
lay 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	1	31	0.8070	17.67%	267	2,295		32.06%	-1.450315	
lay 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	1	7	14.29%	34.99%	-0.651339	-1.39
ay 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.0070	0.00%						
lay 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	1	7	14.29%	34.99%	-0.615141	-1.37
lay 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	5	0.00%	0.00%	101	655	15.42%	36.11%	-0.951129	-1.57
lay 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	754	0.80%	8.88%	15	1.769	0.85%	9.17%	-0.130848	3 -1.0
lav 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	60.372	0.00%		0	49.119	0.00%			
ay 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	45			2,407	238.509	1.01%	10.00%	-0.677257	7 -1.41
ay 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP LINBUNDLING	Parity	N/A	2	209		9.74%	17	2.044		9.08%	-0.095565	
ay 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1.083	0.0010	6.07%		858			0.000000	1.00
ay 2019	Maintenance and Repair	MR-8	Trouble Rate			N/A	7	9,953		2.65%	0	858				_
		MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	/			8.26%	- 10	1.805		9.37%	-0.719499	9 -1.43
lay 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	21	3,060		8.26%	16	1,805			-0.719499	
lay 2019	Maintenance and Repair		1	Unbundled Loop - XDSLi	Parity		0	6	0.00%			-,	0.0.70	9.10%		
lay 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	36			4.56%	2,950	365,017	0.81%	8.95%	-8.589485	
lay 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2			0.13%						-2.978
lay 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0			0.01%						-2.99
lay 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	30,600	0.0.70							
lay 2019	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%							
ay 2019	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	185	5	37.00	0.00						
ay 2019	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	25	1	25.00	0.00	70	1	70.00	0.00		
ay 2019	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%						
lav 2019	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		_
ay 2019	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							_
av 2019	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	9	9	100.00%	0.00%	499	500	99.80%	4.47%	-0.133106	-1.08
lay 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	100	2	100.00%	0.00%	0.100100	1.00
ay 2019 av 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	51	60		0.0076	- 2	2	100.0076	0.0076		_
										0.000/						_
ay 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	17			0.00%						-
ay 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	44	47								-
lay 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	6	6	100.00%							
lay 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	16									
lay 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	0	7	0.00%							
ay 2019	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	2	1	2.00							
ay 2019	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	8	8	1.00	0.00	196	179	1.09	0.61	-0.433627	7 -1.26
ay 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	91	29	3.14							
ay 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	67	14	4.79							
lay 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	202	45	4.49							
lay 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	30	6	5.00							
ay 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	29	9	3.22							
lay 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	20		5.00							
ay 2019	Ordering and Provisioning	OP-4F	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	42		6.00							
ay 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	92	,	100.00%	0.00%			100.00%	0.00%		_
ay 2019 ay 2019	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3		0.00%	1 163	1 264		27 11%	-0.88095	5 -1.5
-,	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	9	9	100.00%	0.00%	1,163	1,264	100.00%	0.00%	-0.08095	-1.5
ay 2019		OP-5A OP-5A				N/A	1	77			3	3	100.00%	0.00%		-
ay 2019	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity		77			0.00%	3	3		0.0010		-
ay 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	21			0.00%	3	3	100.00%	0.00%		
ay 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	62			0.00%	994	1,050	94.67%	22.47%	-1.816097	7 -2.10
ay 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	9,480									
y 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22895.30									
ay 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.63									
ay 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71602.93	84,797								
lay 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7229.55	15,612	0.47							
1ay 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03									
lay 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23									
lay 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197								-
									0.00							

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
May 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,173	0.83							
May 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12,062	0.20							
May 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,173								
May 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26815.00	30,129								
May 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL REQUEST	Diagnostic	N/A	33301.00	30,129								
May 2019 May 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic Diagnostic	N/A N/A	5674.50 314.68	5,822 3.825	0.98							
May 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18		1.03							_
May 2019	Pre-Ordering		Pre-Order Response Times (weet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10175.15	24,948	0.40							_
May 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17148.88	45,656	0.40							_
May 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27324.03	24,948								_
May 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	194.00	1,815	0.12							
May 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73	6 993								
May 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
May 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6,993								
May 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13.540	0.48							
May 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
May 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13.540	0.58							
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10829.18	6,485	1.67							
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4.479	0.23							
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	761,445	9.82							
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568								
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25									
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80		2.80							
May 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5960.12	1,724								
May 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,380	1,819								
May 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	46	216	21.30%							
May 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	295	375	78.67%							
May 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,380	1,482	93.12%							
May 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	46	48								
May 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	295	298	98.99%							
May 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	327:32	226								
May 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	46	46	100.00%							
May 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	284	284	100.00%							
May 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,248	1,248	100.00%							
May 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16	16	100.00%							
May 2019	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	117	117	100.00%							
May 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	339	339	100.00%							
May 2019	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
May 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
May 2019	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	20	0.00%	0.00%	8	29	27.59%	44.69%	2.344848	0.425566
April 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,629	1,629	100.00%							
April 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	788,722	788,937	99.97%							
April 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,928	2,928	100.00%							
April 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,956	1,958	99.90%	3.19%	35,668	35,783	99.68%	5.66%	-1.668936	-2.014641
April 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,928	2,928								
April 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,146,831	2,115,952	1.01							
April 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2289.13	26,240	0.09							
April 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
April 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520								
April 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520								
April 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
April 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740									
April 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	26,880	26,880	100.00%							
April 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2019	Maintenance and Repair	MR-11B-RD	LNP Trouble Reports Cleared within 48 Hours	LNP	Diagnostic	N/A	1	1	100.00%							
April 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2		50.00%	2	12	16.67%	37.27%	-1.17108	-1.711966
April 2019	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%							-
April 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	7	42.86%							-
April 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	9	15		48.99%	0		0.00%			
April 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3		47.14%	2					
April 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	5		40.00%		2				
April 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	3		0.00%	311					
April 2019	Maintenance and Repair	MR-5X MR-6B	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%	1,591	2,435				
April 2019	Maintenance and Repair	MR-6B MR-6D	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	50:04	2		3:45	14901:00	520	28:39			
April 2019	Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	17:23 17:05		8:42 8:32	7:40 0:22	216:50	11	19:43	3 20:32	-0.69812	-1.424427
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	17:05 32:18	2	8:32 4:37	0:22						_
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	32:18 63:38	15		3:24	195:15	8	24:24	1 22:25	-2.053886	-2.248674
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	63:38 184:57			3:16 4:40	195:15 43908:33	1,863				
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-6D MR-6F	Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity	N/A	184:57	36		4:40 25:58	43908:33					
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A N/A	93:36	3	31:12	25:58 4:23	51:10 17:28	3	17:03			-0.323/5
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-6E MR-6F	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	19:25	5		4:23 0:36	17:28	539				-2.04236
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-6E MR-7B	Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA	Unbundled Loop Analog SUB-LOOP UNBUNDLING	Parity	N/A N/A	14:18	4	0.00%	0:36	15552:21	539	28:51	29:23	-1./14534	-2.042363
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-7B MR-7D	Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2		0.00%	4	12	8.33%	27.64%	-0.394771	-1.240004
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	0	2	0.00%	0.00%	1	12	8.33%	27.64%	-0.3947/1	-1.240004
April 2019 April 2019	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	Parity	N/A	0	2	0.00%	0.00%						
April 2019 April 2019	Maintenance and Repair Maintenance and Repair	MR-7D 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	0	15	0.0010	0.00% 44.22%	4	12	8.33%	27.64%	0.705992	-0.570787
	montenance and Repail			Unbundled Loop Analog	Parity	N/A	4			44.22% 31.43%	250					
April 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1													

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator				
April 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	2	4	50.00%	50.00%	-0.436436	-1.265334
pril 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	2	4	50.00%	50.00%	-1.490712	
April 2019 April 2019	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	5	769	0.00%	0.00% 8.04%	69	639 1,792	10.80%	31.04% 9.41%	-0.693685 -0.598392	-1.42173 -1.363797
April 2019 April 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	60,216	0.00%	8.04%	16	49.719	0.89%	9.41%	-0.598392	-1.363/9/
April 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	43	0.00%		2,372		0.98%	9.87%	-0.653841	-1.397507
April 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	209	0.96%	9.74%	16	2,068	0.77%	8.76%	-0.006119	-1.00372
April 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1,106	0.18%	4.25%	0	861	0.00%			
April 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7	10,124	0.07%	2.63%	0	861	0.00%			
April 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	20	3,121	0.64%	7.98%	10	1,828	0.55%	7.38%	0.431658	-0.737571
April 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	10	0.00%		16	2,059	0.78%	8.78%	-0.279173	-1.169725
April 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	40	17,451	0.23%	4.78%	2,908	368,471	0.79%	8.85%	-8.16903	-5.966417
April 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	4	0.01000	0.01%	0.10%						-2.958353
April 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,943	0.01%	0.07%						-2.969126
April 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	30,624	0.02%							
April 2019	Network Performance	NI-1D OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A N/A	1	12,943	0.01%	0.00						
April 2019 April 2019	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 - DS1 Capable	Parity	N/A N/A	120	8	3.00	0.00	53	2	26.50	30.41	-0.631057	-1.383656
April 2019 April 2019	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A	3	1	3.00	0.00	38,470	178	26.50	330.89	-0.631057	-1.55069
April 2019 April 2019	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	2	100.00%	0.00%	38,470	1/8	216.12	330.89	-0.905805	-1.55068
April 2019 April 2019	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	- 1	0	100.00%	0.00%	- 1	2	50.00%	50.00%	3.719016	1.261001
April 2019 April 2019	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	102	178	57.30%	49.46%	-1.629229	-1.990501
April 2019 April 2019	Ordering and Provisioning	OP-15B-RD	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	- 2	100.00%	0.00%	102	1/0	57.30%	49.40%	-1.029229	-1.990501
April 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%						
April 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	48	60	80.00%	0.00%						
April 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	32	33	96.97%							
April 2019	Ordering and Provisioning	OP-3E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	13	13	100.00%							
April 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	9	3	100.00%	0.00%		
April 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	6	6	100.00%	0.0076	3	3	.00.0076	0.0076		
April 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
April 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
April 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
April 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	2	1	2.00							
April 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	109	32	3.41							
April 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	4	1	4.00							
April 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	111	25	4.44							
April 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	40	8	5.00							
April 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	4	1	4.00							
April 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	8	8	100.00%	0.00%	3	3	100.00%	0.00%		
April 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
April 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	70	72	97.22%	16.43%	4	4	100.00%	0.00%	-1.263761	-1.768312
April 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
April 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	42	42	100.00%	0.00%	914	977	93.55%	24.56%	-1.666027	-2.012872
April 2019	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	4	4	100.00%							
April 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,901	5,959	99.03%							
April 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	11,838	0.28							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	8,278	0.91							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	11,838	0.92							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,581	0.47							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)		Diagnostic	N/A	846.46	1,581	0.54							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A N/A	491.52	1,204	0.41							
April 2019 April 2019	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	RESPONSE TOTAL	Diagnostic	N/A N/A	97.84 589.36	1,136 1,204	0.09							
	Pre-Ordering			REQUEST	Diagnostic											
April 2019 April 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic Diagnostic	N/A N/A	1244.14 231.60	1,498	0.83							
April 2019 April 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A N/A	231.60	1,469	0.16							
April 2019 April 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A N/A	14/5./4	1,498	0.99							
April 2019 April 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	3,560 5,640	1.15							
April 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	3,560	2.71							
April 2019 April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	3,560	0.97							
April 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	142.76	448	0.32							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	448	1.29							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	3,452	0.39							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	6,866	0.33							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	3,452	1.05							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00	225	0.10							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	490	0.51							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95	225	1.28							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	490	1.15							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,664	0.41							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	673	1.94							
April 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1987.82	1,664	1.19							
April 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
April 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
April 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	14.45							
April 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
April 2019	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							
April 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
April 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
April 2019																
	Pre-Ordering Pre-Ordering	PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	XML Request/Response	Diagnostic Diagnostic	N/A N/A	5958.12 1.434	1,722	3.46 74.03%							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
pril 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	88	29.55%							
pril 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	283	338	83.73%							
pril 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,434	1,535	93.42%							
pril 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	26	28	92.86%							
pril 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	283	285	99.30%							
pril 2019	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:02	2	2:01							
pril 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	379:32	235	1:37							
pril 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	26	26	100.00%							
April 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	267	267	100.00%							
April 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,301	1,301	100.00%							
April 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark		19	19								_
April 2019	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%		95 416	100.00%							_
April 2019	Pre-Ordering	PO-5B-(c) PO-5C-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for manual LSRs via Facsimile	LNP Unbundled Loop AGG-EELs	Benchmark	90.00%	416	416	100.00%							_
April 2019 April 2019	Pre-Ordering	PO-5C-(b)		LIS Trunk	Benchmark Benchmark		1	- 1	100.00%							_
April 2019 April 2019	Pre-Ordering Pre-Ordering	PO-SD PO-SB	FOCs provided for ASRs requesting LIS Trunks. Unbundled Loops	Unbundled Loops and Number Portability	Parity	85.00% N/A	4	25	100.00%	32.50%		18	27.78%	44.79%	0.915012	2 -0.4437
April 2019 March 2019	Billing	PU-9B BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.861	1.861	100.00%	32.50%	5	18	27.78%	44.79%	0.915012	-0.4437
March 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	932.426	933.781	99.85%							_
March 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,771	2,771	100.00%							
March 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,907	1,909	99.90%	3.24%	36.752	36.890	99.63%	6.10%	-1.879496	-2.1426
March 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	2,770	2,771	99.90%	3.24%	30,732	30,090	99.03%	6.10%	-1.079490	-2.1420
farch 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,169,654	2,771	1.01							
March 2019	Database Opdates Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2,169,654	26,243	0.08							
March 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	2100.66	26,243	100.00%							
March 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
March 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR Gateway Availability - LSR	XMI	Diagnostic	N/A	29,880	29,880	100.00%							_
March 2019	Electronic Gateway Availability Electronic Gateway Availability	GA-1 GA-3	Gateway Availability - LSR Gateway Availability - Repair	EBTA	Diagnostic	N/A	42.840	29,880 42.840	100.00%							_
March 2019 March 2019	Electronic Gateway Availability Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RenairGUI	Diagnostic	N/A	42,840	42,840	100.00%							_
March 2019	Electronic Gateway Availability	GA-3	System Availability - ASR	EASE	Diagnostic	N/A	41,565 26.580	41,565 26.580	100.00%							
March 2019 March 2019	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	26,580	26,580	100.00%							
March 2019 March 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	- 0	75.00%	43.30%	2	0	25.00%	43.30%	-1.885618	3 -2.1463
March 2019 March 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LINBUNDI ED I OOP - ADSI COMPATIBI E	Diagnostic	N/A	3	4	75.00% 42.86%	43.30%	2	8	25.00%	43.30%	-1.000018	-2.1403
March 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	7	66.67%							_
March 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wife Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	14	22	63.64%	48 10%	2	2	100.00%	0.00%	0.164211	-0.900
March 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	22	33.33%	47.14%	2	10			-0.110499	0.000
farch 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	75.00%	43.30%	3	10			-0.110499	
March 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	4	100.00%	0.00%	380	532			-0.631862	
March 2019	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%	1.825	2.657			-0.031002	
March 2019	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	64:08	2	32:04	11:57	19079:37	2,657			-0.069757	
March 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14:14	4	3:33	1:01	81:32	702	11:39		-1.335633	
March 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	40:48	7	5:50	3:23	01.32		11.38	9.40	-1.333033	-1.0120
March 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9:57	3	3:19	4:52						_
March 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	110:53	22	5:02	5:57	0:31	1	0:31	1 0:00		_
March 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	290:30	47	6:11	6:40	48752:27	2,053			-3 675373	3 -3 2344
March 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10:05	3	3:22	1:23	177:27	2,000			-0.882272	
March 2019	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	25:10	3 4	6:17	9:50	177.27	10			-0.781691	
March 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	10:18	5	2:04	2:23	19444:26	568			-1.427388	
March 2019	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	10.10	2	50.00%	50.00%	13444.20	1	0.00%		-0.430727	7 -1.2618
March 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	4	. 8			-1.632993	
March 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	0.00%	0.00%			30.0076	30.0076	-1.032883	-1.0027
March 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	3	0.00%	0.00%						
March 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	0	22	9.09%	28.75%	4	0	50.00%	50.00%	-1.981735	-2.2048
March 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A		48	14.58%	35.29%	307	2.498			0.307104	
March 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	48	0.00%	0.00%	307	2,498			-0.50637	
March 2019 March 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	1	10			0.931397	
March 2019 March 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A	2	4	0.00%	0.00%	70	651			-0.773187	7 -1.4700
March 2019 March 2019	Maintenance and Repair	MR-7E	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	- 0	772	0.00%	9.48%	18	1.828			-0.773187	
March 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	60,496	0.91%	9.48%	18	1,828			-0.103912	*1.1178
March 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	60,496	0.00%		2.520	243.543			-0.678201	1 -1.4123
larch 2019 March 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	207	0.00%	9.78%	2,520	243,543			-0.678201	
March 2019 March 2019	Maintenance and Repair	MR-8	Trouble Rate	LINBUNDI ED LOOP - ADSL COMPATIBLE	Parity	N/A	2	1 142	0.97%	9.78% 7.81%	18	2,116			-0.109864	-1.0007
March 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1,142	0.61%	1.71%	0	864	0.000			
March 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	26	10,251	0.03%	9.01%	12	1 875			0.766	-0.5343
March 2019 March 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity	N/A	26	3,179	0.82%	9.01%	12	2.107	0.64%		-0.292846	
March 2019 March 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLI Unbundled Loop Analog	Parity	N/A	52	17 644	0.00%	5 42%	3 149	372.402			-0.292846 -7 808407	
March 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15	30.120	0.05%	0.38%	3,145	372,402	0.0076	3.1070	-7.000407	-2.8483
March 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q Fall defit Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15	12 919	0.05%	0.38%						-2.9663
farch 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc w/r TGSR excl	LIS Trunk	Diagnostic	N/A	33	30.576	0.01%	0.1276						-2.0003
larch 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q Fall defit Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	33	12.919	0.11%							_
larch 2019	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	a	12,818	3.00	0.00						
farch 2019	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	3	100.00%	0.00%						_
farch 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	3	3	100.00%	0.00%						_
farch 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	- 1	1	100.00%	0.00%		_
farch 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	47	52	90.38%	0.00%	- '	'	100.00%	0.00%		_
larch 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	6	6	100.00%	0.00%	0	1	0.00%	0.00%		_
larch 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	16	93.75%	0.00%	0	'	0.00%	0.00%		_
larch 2019 March 2019	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas Interval Zone 2 Areas	LIS Trunk	Parity	90.00% N/A	15	16	100.00%	0.00%	4	4	100.00%	0.00%		-
March 2019	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	3	3	100.00%	0.00%	- 1	1	100.00%	0.00%		-
March 2019	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-4D	Interval Zone 2 Areas Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	3	2	100.00%							-
farch 2019	Ordering and Provisioning Ordering and Provisioning	OP-4D	Interval Zone 1 Areas			6.00	110	_	3.14							-
	Ordering and Provisioning			Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	110	35	5.00							\leftarrow
farch 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas		Benchmark											

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	9	3	3.00							
March 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	2	2	100.00%	0.00%		
March 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	61	61		0.00%	2	2	100.0070	0.00%		
March 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	1	1	100.00%	0.00%	-1.150349	-1.69936
March 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	21	22		20.83%	856	918	93.25%	25.10%	-0.407895	-1.24798
March 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,614	4,626								
March 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22895.30									
March 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48707.63	60,595								
March 2019	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71602.93	94,570								
March 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7229.55	15,612								
March 2019	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7872.03	15,612								
March 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820								
March 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	714.20	9,197	0.09							
March 2019	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5936.43	12,820	01.10							
March 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12593.59	15,327	0.83							
March 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2347.49	12,062	0.00							
March 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14941.08	15,327	0.97							
March 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26815.00	31,880	0.0.							
March 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640								
March 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33301.00	31,880								
March 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5674.50	5,822								
March 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.68	3,825								
March 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5989.18	5,822								
March 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	10175.15	24,948								
March 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	17148.88									
March 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	27324.03	24,948								
March 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	194.00									
March 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3590.73	6,993								
March 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815								
March 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6102.48	6,993								
March 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	6513.83	13,540								
March 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180								
March 2019	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54									
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10829.18	6,524								
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479								
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00									
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311								
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568								
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3994.25	776								
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280								
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346								
March 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5960.12	1,724								
March 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,441	1,888								
March 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	63	110								
March 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	246	313	. 0.0070							
March 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,441	1,528								
March 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	63	64	0.011110							
March 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	246	251								
March 2019	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	25:01	1								
March 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	319:50									
March 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	62	62								
March 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	237	237								
March 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,311	1,311								
March 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	10	10								
March 2019	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	87	90								
March 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	376									
March 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10								
March 2019	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	4	10		48.99%	3	19	15.79%	36.46%	-1.699476	-2.033208
February 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,550	1,550								
February 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	737,322									
February 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,683	3,683								
February 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,809	1,813		4.69%	37,569	37,712	99.62%	6.15%	-1.072989	-1.652331
February 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,682	3,683								
February 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,103,242	2,079,671	1.01							
February 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1478.73	16,823								
February 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360								
February 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360									
February 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,360	27,360								
February 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	ЕВТА	Diagnostic	N/A	38,880	38,880								
February 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860								
February 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	24,720	24,720	100.00%							
February 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	6	17		47.79%	-0.235224	-1.14300
February 2019	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%	1	1	100.00%	0.00%		
February 2019	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%							
February 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	00.0070							
February 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	14		49.49%	6	10		48.99%	-0.282323	-1.1716
February 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	2		50.00%	5	8	0410070	48.41%	-0.430727	-1.26186
February 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	50.00%	50.00%	5	8	62.50%	48.41%	-0.191052	-1.11615
February 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	7	42.86%	49.49%	305	493	0.1101.70	48.57%	0.648998	-0.60543
February 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16:45	4	4:11	2:05	90:43	16	5:40	4:07	-0.644538	-1.39185
February 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	1:24	1	1:24	0:00	0:11	1	0:11	0:00		

February 2019	PID Category	PID	PID Title	Product Category	Standard			CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	22:08	4	5:32	3:04						
ebruary 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18:10	2	9:05	8:26						
ebruary 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	75:30	14	5:24	4:13	39:23	9	4:23	4:55	0.263714	-0.83967
ebruary 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	315:02	47	6:42	6:06	104933:03	2,588	40:33	335:57	-0.684448	-1.41611
February 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7:32	2	3:46	1:04	80:45	8	10:06	14:24	-0.555984	-1.33801
February 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	16:03	4	4:01	2:23	80:45	8	10:06	14:24	-0.689883	-1.41941
ebruary 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	19:34	4	4:54	3:09	29592:55	666	44:26	50:41	-1.555479	-1.94566
ebruary 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	8	17	47.06%	49.91%	-0.795261	-1.48348
February 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
February 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	4	25.00%	43.30%	-			******		
February 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%						
	Maintenance and Repair	MR-7D				N/A	3	14	21.43%	41.03%	0	17	47.06%	49.91%	-1 422798	-1.86
February 2019			Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity		-				8					
February 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	0	47	0.00%	0.00%	371	3,106	11.94%	32.43%	-2.506086	-2.52359
February 2019	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%	2	8	25.00%	43.30%	-0.730297	-1.4439
February 2019	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	8	25.00%	43.30%	-0.942809	-1.57318
February 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	95	758	12.53%	33.11%	-0.755079	-1.4590
February 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	785	0.76%	8.71%	25	1,851	1.35%	11.54%	-1.192515	-1.72499
February 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	61,768	0.00%	0.40%	1	49,983	0.00%	0.45%	-0.141849	-1.0862
February 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	44	0.00%		3,248	245,929	1.32%	11.42%	-0.767322	-1.4664
February 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	213	0.00%		25	2,140	1.17%	10.75%	-1.513215	-1.9199
February 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1,161	0.34%	5.86%	0	865	0.00%			
ebruary 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A		10,439	0.02%	1.38%	0	865	0.00%			
							40				- 10			0.000/	4 400004	4 0500
February 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	18	3,243	0.56%	7.43%	18	1,899	0.95%	9.69%	-1.403021	-1.85297
February 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	11	0.00%		25	2,131	1.17%	10.77%	-0.360429	-1.21912
February 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	51	17,861	0.29%	5.34%	3,864	375,769	1.03%	10.09%	-9.61391	-6.8448
ebruary 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	14	30,840	0.05%	0.35%						-2.8598
ebruary 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,943	0.01%	0.08%						-2.9756
February 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	30,840	0.05%							
February 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	12,943	0.01%							
February 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
February 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	3	3	100.00%	0.00%		
February 2019	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	18	18	100.00%	0.00%	3	3	100.00%	0.00%		
February 2019	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%						
							-			0.00%						
February 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	10	10	100.00%							
ebruary 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	8	12.50%							
ebruary 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
February 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8	8	100.00%							
February 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
February 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
February 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	42	16	2.63							
February 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	18	4	4.50							
February 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	76	16	4.75							
February 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	57	10	5.70							
February 2019	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	10	3.00							
February 2019		OP-4E		Unbundled Loop - DS1 Capable	Donominan	5.50	5	0	5.00							
	Ordering and Provisioning		Interval Zone 2 Areas		Benchmark			- 1								
February 2019	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	30	6	5.00							
		OP-4E				N/A			100.00%							
February 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity		4	4		0.00%	3	3	100.00%	0.00%		
February 2019		OP-5A OP-5A			Parity Parity	N/A	42	4 42	100.00%	0.00%	1	3	100.00%	0.00%		
	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk			4 42 7	4 42 7			3 1 2	3 1 2				
February 2019 February 2019	Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A	New Service Installation Quality New Service Installation Quality	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4 42 7 21	4 42 7 22	100.00%	0.00%	3 1 2 891	3 1 2 946	100.00%	0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A	7	7	100.00% 100.00%	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019 February 2019 February 2019 February 2019	Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning Ordering and Provisioning	OP-5A OP-5A OP-5A OP-5A	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP	Parity Parity Parity Benchmark	N/A N/A N/A	7 21	7 22	100.00% 100.00% 95.45%	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019 February 2019 February 2019 February 2019 February 2019	Ordering and Provisioning	OP-5A OP-5A OP-5A OP-5A OP-8C	New Service Installation Quality New Service Installation Quality New Service Installation Quality New Service Installation Quality Number Portability Timeliness without Loop Coord	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity	N/A N/A N/A 95.00%	7 21 2,360	7 22 2,370	100.00% 100.00% 95.45% 99.58%	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019 February 2019 February 2019 February 2019 February 2019 February 2019	Ordering and Provisioning Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LINP REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A	7 21 2,360 3286.28 7545.61	7 22 2,370 11,838 8,278	100.00% 100.00% 95.45% 99.58% 0.28 0.91	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A	7 21 2,360 3286.28 7545.61 10831.89	7 22 2,370 11,838 8,278 11,838	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	LIS Trunk Urbundled Loop - 2 Wire Non-Loaded Urbundled Loop - DS1 Capable Urbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A	7 21 2,360 3286.28 7545.61 10831.89 739.59	7 22 2,370 11,838 8,278 11,838 1,581	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REGUEST TOTAL TOTAL	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A	7 21 2,360 3286.28 7545.61 10831.89 739.59 846.46	7 22 2,370 11,838 8,278 11,838 1,581	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST	Parity Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A	7 21 2,360 3286.28 7545.61 10831.89 739.59 846.46 491.52	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LINP REGUEST RESPONSE TOTAL REGUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A	7 21 2,360 3286.28 7545.61 10831.89 739.59 846.46 491.52 97.84	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204 1,136	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pro-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Aprices Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A	7 21 2,360 3266.28 7545.61 10831.89 739.59 846.46 491.52 97.84 589.36	7 22 2,370 11,838 8,278 11,638 1,581 1,581 1,204 1,136	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.99	0.00% 0.00%	3 1 2 891	3 1 1 2 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-1-1MA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment)	LIS Tunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REOUEST RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE	Parity Parity Parity Benchmark Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	7 21 2,360 3286.28 7545.61 10831.89 739.59 846.46 491.52 97.84 589.36	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204 1,136 1,204	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.09 0.49	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pro-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-8C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Aprices Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REOUEST RESPONSE TOTAL REQUEST TOTAL REQUEST RESPONSE TOTAL	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A	7 21 2,360 3266.28 7545.61 10831.89 739.59 846.46 491.52 97.84 589.36	7 22 2,370 11,838 8,278 11,638 1,581 1,581 1,204 1,136	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.99	0.00% 0.00%	3 1 2 891	3 1 2 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019 February 2019 February 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-1-1MA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment)	LIS Tunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REOUEST RESPONSE RESPONSE RESPONSE RESPONSE RESPONSE	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	7 21 2,360 3286.28 7545.61 10831.89 739.59 846.46 491.52 97.84 589.36	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204 1,136 1,204	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.09 0.49	0.00% 0.00%	3 1 2 891	3 1 2 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5B OP-5C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LINP REOUEST RESPONSE TOTAL REOUEST TOTAL REOUEST TOTAL REOUEST TOTAL REOUEST TOTAL REOUEST TOTAL REOUEST RESPONSE TOTAL REO	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A S5.00% N/A N/A N/A N/A N/A N/A N/A N/A	7 21 2,360 3266.28 7545.61 10831.89 739.59 846.46 491.52 97.84 589.36 1244.14	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204 1,136 1,204 1,148 1,204	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.09 0.49	0.00% 0.00%	3 1 1 2 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5B OP-5B OP-5B OP-1MA GUI PO-1-1MA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	7 21 2,360 3266.28 7545.61 10831.89 739.59 846.46 491.52 97.84 589.36 1244.14 231.60	7 22 2,370 11,338 8,278 11,838 1,581 1,581 1,204 1,136 1,204 1,498 1,286 1,498	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.09 0.49 0.83 0.18	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pro-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - OST Capable Unbundled Loop Analog LNP REGUEST REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	7 21 2,360 3286,28 754,661 10831,89 739,59 846,46 491,52 97,84 569,36 1244,14 231,60 1475,74 3143,75 6486,00	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204 1,138 1,204 1,498 1,286 1,498 3,560	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.09 0.49 0.83 0.18 0.99	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
February 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5B PO-1-IMA GUI	New Service Installation Quality Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Paility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REPONSE TOTAL	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	7 21 21 2.560 3286.28 754.561 10831.89 1730.59 9646.46 491.52 97.84 1583.40 1244.14 231.60 1447.54 343.75 6485.00 9620.75	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204 1,136 1,204 1,408 1,266 1,408 3,560 5,640 3,560	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.09 0.49 0.83 0.18 0.99	0.00% 0.00%	3 1 2 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5B PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - OST Capable Unbundled Loop Analog LINP REOUEST RESPONSE TOTAL REOUEST TOTAL REOUEST TOTAL REOUEST TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST RESPONSE TOTAL REOUEST REOUEST REOUEST RESPONSE	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A 95.00% N/A	7 2,360 3286,28 754,561 10831,89 738,59 846,46 491,52 97,84 589,36 1244,14 231,60 1475,74 3143,75 6486,00 9629,75	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204 1,138 1,204 1,488 1,204 1,488 3,560 5,640 3,560 448	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.47 0.54 0.41 0.09 0.49 0.83 0.18 0.99 0.88 1.15 2.71	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	7 21 21 2,360 3286,28 7545,61 10831.89 739.59 846.46 491.52 97.84 231.60 1424.14 231.60 1475.76 6486.00 9629.75 443.59 9629.75	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,581 1,204 1,136 1,204 1,488 1,286 1,488 1,286 3,560 3,560 4488 4488	100.00% 100.00% 95.45% 99.58% 0.28 0.91 0.92 0.92 0.47 0.47 0.44 0.09 0.48 0.83 0.18 0.99 0.88 1.15 2.71	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacility Sasignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST RESPONSE TOTAL	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A 95.00% N/A	7 21 21 22 23 26 26 28 27 28 26 28 28 28 28 28 28 28 28 28 28 28 28 28	7 22 2,370 11,838 8,278 11,838 11,838 1,581 1,581 1,204 1,138 1,204 1,498 1,286 1,286 1,498 3,560 5,640 4,488 448 448	100.0% 100.0% 95.4% 99.5% 99.5% 99.5% 99.5% 10.09 10.0	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
ebnary 2019	Ordering and Provisioning Pro-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apriless Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - OST Capabble Unbundled Loop Analog LINP REGUEST REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST RESPONSE TOTAL REGUEST REGUEST REGUEST REGUEST REGUEST REGUEST REGUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A 95.00% N/A	7 21 21 2,360 3286,28 734,561 10831,89 735,561 10831,89 735,59 346,46 491,52 97,84 589,36 1244,14 231,60 1475,74 3143,75 6485,00 9620,75 6485,00 9720,75 434,59 142,76 577,35 1358,89	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,581 1,204 1,136 1,204 1,498 1,498 1,498 1,498 4,498 4,498 4,488 4,488	100.09% 100.00% 95.45% 95.58% 0.288 0.91 0.92 0.47 0.54 0.41 0.09 0.49 0.83 0.18 0.99 0.88 1.15 2.71 0.97 0.99 0.88	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 21 2,560 3266,28 754,561 10831,89 759,561 964,46 491,52 97,84 589,36 1244,14 231,60 447,574 441,314,375 6486,00 9620,75 434,59 142,76 577,35 1358,89 227,286	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,591 1,204 1,136 1,204 1,438 1,286 1,286 1,488 1,586 1,488 4,488	100.0% 100	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apriless Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - OST Capabble Unbundled Loop Analog LINP REGUEST REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST RESPONSE TOTAL REGUEST REGUEST REGUEST REGUEST REGUEST REGUEST REGUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A 95.00% N/A	7 21 21 2,360 3286,28 734,561 10831,89 735,561 10831,89 735,59 346,46 491,52 97,84 589,36 1244,14 231,60 1475,74 3143,75 6485,00 9620,75 6485,00 9720,75 434,59 142,76 577,35 1358,89	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,581 1,204 1,136 1,204 1,498 1,498 1,498 1,498 4,498 4,498 4,488 4,488	100.09% 100.00% 95.45% 95.58% 0.288 0.91 0.92 0.47 0.54 0.41 0.09 0.49 0.83 0.18 0.99 0.88 1.15 2.71 0.97 0.99 0.88	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.152
sebnuary 2019 ebnuary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 21 2,560 3266,28 754,561 10831,89 759,561 964,46 491,52 97,84 589,36 1244,14 231,60 447,574 441,314,375 6486,00 9620,75 434,59 142,76 577,35 1358,89 227,286	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,591 1,204 1,136 1,204 1,438 1,286 1,286 1,488 1,586 1,488 4,488	100.0% 100	0.00% 0.00%	3 1 1 2 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15
rebruary 2019 ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-11MA GUI PO-1-1MA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - OST Capable Unbundled Loop Analog LINP REOUEST RESPONSE TOTAL REOUEST TOTAL REOUEST TOTAL REOUEST RESPONSE	Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	77 21 2,360 3286,28 754,561 10831,89 739,59 846,46 491,52 97,844 589,36 1244,14 231,60 1475,74 3143,75 6486,00 9923,75 434,59 142,76 677,38 1358,89 227,286 3631,75	7 22 2,370 11,838 8,278 11,838 1,581 11,838 1,581 1,204 1,138 1,204 1,498 3,560 448 448 448 448 3,452 6,866 6,866	100.0% 100	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.153
ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6A PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacific Service Validation) Pre-Order Response Times (Pacific Service Validation) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Reservation)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REGUEST RESPONSE TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REGUEST RESPONSE	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	7 21 21 2.560 3286.28 724.561 10831.89 1730.59 9846.46 491.52 97.84 1583.60 1244.14 231.60 9620.75 434.59 363.75 6485.00 9627.75 434.59 125.80 277.28 3631.75 523.00 3631.75 523.00	7 22 2,370 11,838 8,278 11,838 11,838 1,581 1,581 1,204 1,138 1,204 1,498 1,286 1,498 3,560 5,640 448 448 448 3,452 6,866 3,452 6,866 3,452	100.0% 100.0% 95.4% 99.5% 99.5% 99.5% 99.5% 10.0	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15
shruary 2019	Ordering and Provisioning Pro-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apriles Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Reservation)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - OST Capable Unbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL REDUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 211 2,560 3286,28 754,561 10831,89 733,59 846,46 491,52 497,84 589,36 1244,14 231,60 4175,74 3143,75 434,59 142,76 677,35 1558,89 2272,86 3631,75 22,00 251,48 226,96	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,091 1,193 1,193 1,194 1,196 1,498 1,498 3,560 5,640 3,560 448 448 3,462 6,866 3,462 6,866 3,462 225	100.09% 100.00% 95.45% 99.54% 99.54% 100.00% 1	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15
sebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-1-1MA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (April Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Texton Availability)	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE	Parity Parity Parity Parity Benchmark Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 21 2,360 3286,28 754,561 10831,89 738,59 846,46 491,52 97,844 589,36 1244,14 231,60 1475,74 3143,75 6486,00 9620,75 434,59 142,76 577,35 1358,89 2272,86 3631,75 230,00 251,48 286,95 561,43	7 22 2,370 11,838 8,273 11,838 11,838 1,581 1,581 1,204 1,138 1,286 1,286 1,488 3,560 3,560 448 448 448 3,452 6,866 3,452 6,866 3,452 6,866	100.0% 100	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.153
ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-1MA GUI PO-1-MA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacific Validation) Pre-Order Response Times (Pacific Validation) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Mexical Point Inquiry) Pre-Order Response Times (Response Times (Response Times (Pre-Order Response Times (Pre-Or	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - OST Capabble Unbundled Loop Analog LINP REOUEST RESPONSE TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST TOTAL REGUEST RESPONSE	Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A N/A 95.00% N/A	7 2 1 2 1 2 2 3 2 8 2 8 2 8 2 8 2 8 2 8 2 8 2 8 2	7 22 2,370 11,838 8,278 11,838 1,581 1,581 1,204 1,138 1,204 1,138 1,204 1,488 3,560 5,640 3,560 448 448 3,452 6,866 3,452 225 490 255	100.09% 100.00% 95.45% 95.45% 99.58% 0.288 0.91 0.54 0.054 0.054 0.054 0.054 0.055 0	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15
sebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-6C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Apriles Validation) Pre-Order Response Times (Apriles Validation) Pre-Order Response Times (Apriles Scheduler) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Re	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REPONSE TOTAL REDUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 21 2,560 3266,28 7545,61 10831,89 1735,59 846,46 491,52 97,84 589,36 1244,14 231,60 4475,72 6480,00 922,75 434,59 142,78 577,35 1358,89 2272,86 3631,75 220,00 251,48 266,95 661,43 668,14	7 22 2,370 11,838 8,278 11,838 11,838 1,581 1,581 1,204 1,136 1,204 1,136 1,204 1,438 3,560 3,560 448 448 448 3,452 6,866 3,452 225 490 225 490 1,664	100.0% 100	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15
sebruary 2019 rebruary 2019 re	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5B PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacifix Seignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Tim	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 21,360 3286,28 734,561 10831,89 734,561 10831,89 734,561 491,52 97,844 589,36 1244,14 231,60 1475,74 343,75 6486,00 9629,75 434,59 142,76 1558,89 2272,86 3331,75 22,00 251,48 289,55 561,43 685,11 1302,71 11987,82	7 22 2,370 11,838 8,278 11,838 11,838 11,838 1,581 1,204 1,138 1,204 1,138 1,204 1,498 3,560 4,498 3,560 4,488 4,488 4,488 4,488 4,488 4,482 4,586 4,586 4,586 4,586 4,586 4,6	100.09% 100.00% 95.45% 99.56% 0.288 0.91 0.92 0.47 0.54 0.49 0.83 0.83 0.10 0.89 0.88 0.99 0.88 0.10 0.99 0.32 1.29 0.51 1.25	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15
iebnuary 2019 ebnuary 2019 ebnu	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Time	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 21 21 2,560 3286,28 754,561 10831,89 774,561 10831,89 946,46 491,52 97,84 589,36 1244,14 231,60 1475,74 3143,75 6485,00 9623,75 434,59 142,76 577,35 158,89 2272,86 3631,75 23,00 251,48 269,95 561,43 685,11 1807,72	7 22 2,370 11,838 8,278 11,838 11,838 1,581 1,581 1,204 1,136 1,204 1,136 1,204 1,438 3,560 3,560 448 448 448 3,452 6,866 3,452 225 490 225 490 1,664	100.0% 100	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15
ebruary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5B PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Pacifix Seignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Tim	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DST Capable Unbundled Loop Analog LNP REQUEST RESPONSE TOTAL REQUEST TOTAL REQUEST TOTAL REQUEST TOTAL RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 21,360 3286,28 734,561 10831,89 734,561 10831,89 734,561 491,52 97,844 589,36 1244,14 231,60 1475,74 343,75 6486,00 9629,75 434,59 142,76 1558,89 2272,86 3331,75 22,00 251,48 289,55 561,43 685,11 1302,71 11987,82	7 22 2,370 11,838 8,278 11,838 11,838 11,838 1,581 1,204 1,138 1,204 1,138 1,204 1,498 3,560 4,498 3,560 4,488 4,488 4,488 4,488 4,488 4,482 4,586 4,586 4,586 4,586 4,586 4,6	100.09% 100.00% 95.45% 99.56% 0.288 0.91 0.92 0.47 0.54 0.49 0.83 0.83 0.10 0.89 0.88 0.99 0.88 0.10 0.99 0.32 1.29 0.51 1.25	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15
iebnary 2019 ebnary 2019	Ordering and Provisioning Pre-Ordering	OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5A OP-5C PO-1-IMA GUI	New Service Installation Quality Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Pacility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Time	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog LINP REQUEST RESPONSE TOTAL REQUEST RESPONSE	Parity Parity Parity Parity Parity Benchmark Diagnostic	N/A N/A N/A 95.00% N/A	77 21 21 2,560 3286,28 754,561 10831,89 774,561 10831,89 946,46 491,52 97,84 589,36 1244,14 231,60 1475,74 3143,75 6485,00 9623,75 434,59 142,76 577,35 158,89 2272,86 3631,75 23,00 251,48 269,95 561,43 685,11 1807,72	7 22 2,370 11,838 8,278 11,838 1,1581 1,164 1,136 1,204 1,136 1,204 1,438 1,266 1,438 3,560 3,560 448 448 448 448 448 3,452 6,666 3,452 225 490 225 490 1,664 6,673 1,664	100.09% 100.09% 100.00% 95.45% 99.54% 99.54% 0.28 0.91 0.92 0.47 0.54 0.47 1.05 0.54 0.47 1.05 0.54 0.47 1.05 0.54 0.47 1.05 0.54 0.48 0.48 0.48 0.48 0.48 0.48 0.48 0.49 0.4	0.00% 0.00%	3 1 2 891	3 1 2 946	100.00% 100.00%	0.00% 0.00%	-0.251351	-1.15

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
February 2019	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							
February 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
ebruary 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
ebruary 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
ebruary 2019	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							
ebruary 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,266	1,686	75.09%							
ebruary 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	46	88	52.27%							
ebruary 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	232	268	86.57%							
ebruary 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,266	1,316								
ebruary 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	46	49	93.88%							
ebruary 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	232	235	98.72%							
ebruary 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	309:02	221	1:24							
ebruary 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	45	45	100.00%							
ebruary 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	224	224	100.00%							
ebruary 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,149	1,149	100.00%							
ebruary 2019	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	17	17	100.00%							
ebruary 2019	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	76	76	100.00%							
ebruary 2019	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	345	345	100.00%							
ebruary 2019	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
ebruary 2019	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							
ebruary 2019	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
anuary 2019	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,753	1,753	100.00%							
anuary 2019	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	853,308	854,266	99.89%							
lanuary 2019	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3,240	3,240	100.00%							
anuary 2019	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,550	1,553	99.81%	4.39%	35,474	35,616	99.60%	6.30%	-1.258124	4 -1.7648
anuary 2019	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,239	3,240	99.99%							
anuary 2019	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,800,389	2,767,906	1.01							
anuary 2019	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1608.63	19,120	0.08							
anuary 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
anuary 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
lanuary 2019	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
lanuary 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
lanuary 2019	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
lanuary 2019	Electronic Gateway Availability	GA-4	System Availability - ASR	EASE	Diagnostic	N/A	27,960	27,960	100.00%							
anuary 2019	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
lanuary 2019	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%	3	12	25.00%	6 43.30%	-0.062772	2 -1.0381
anuary 2019	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%							
lanuary 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	8	14	57.14%							
January 2019	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	22	33	66.67%	47.14%	3	12	25.00%	6 43.30%	-2.854496	6 -2.735
lanuary 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	14	28			0.740503	
January 2019	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	7	42.86%	49.49%	14	28		6 50.00%	-0.086289	9 -1.052
January 2019	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	. 8	37.50%	48.41%	412	703			0.8464	
January 2019	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	24:38	1	24:38	0:00		2,557				
January 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	48:53	7	6:59	3:54	75:55	12				
January 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	23:02	3	7:41	6:55	75.55	12	0.20	4.40	0.300232	-0.0174
January 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	66:49	14	4:46	3:15						
January 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	128:25	33	3:53	2:17	75:55	12	6:20	0 4:40	-1.549053	3 -1.9417
January 2019	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	497:22	70	7:06	4:57	117083:40	3.168				
January 2019 January 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	497.22	70	8:46	5:04	173:47	3,100				
		MR-6E				N/A	43:51	5			173:47					
lanuary 2019	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	66:23	/	4:25 5:06	2:40 5:44	40472:40	25 810				
lanuary 2019	Maintenance and Repair	MR-7A		Unbundled Loop Analog Residence	Parity	N/A	66:23	13	0.00%							
anuary 2019	Maintenance and Repair		Repair Repeat Rprt Rate-Disp w/I MSA		Parity		0	1		0.00%	405	3,064				
anuary 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	2	12	16.67%	6 37.27%	-0.940325	5 -1.5716
anuary 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	3	33.33%	47.14%						
anuary 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	14	28.57%	45.18%						
anuary 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	33	12.12%	32.64%	2	12			-0.361814	
anuary 2019	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	70	4.29%	20.25%	502	3,819			-2.173797	
anuary 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	7	28			-1.189177	
anuary 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	7	28.57%	45.18%	7	28				
anuary 2019	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	13	15.38%	36.08%	120	953			-0.00864	
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	790	1.52%	12.23%	40	1,875			-1.002379	9 -1.6094
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	61,672	0.00%		0	50,103				
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	44	2.27%	14.90%	3,933	248,484			-0.011192	
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	212	0.00%		41	2,166			-1.930206	6 -2.1734
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1,186	0.25%	5.02%	0	877	0.007			
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	14	10,587	0.13%	3.63%	0	877				
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	40	3,311	1.21%	10.92%	40	1,926			-2.12577	
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	11	0.00%		40	2,158			-0.454631	
anuary 2019	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	83	18,031	0.46%	6.77%	4,772	379,617	1.26%		-9.382498	
anuary 2019	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,404	3,064	78.46%	6 41.11%	-0.523882	
anuary 2019	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	5	30,840	0.01%	0.09%						-2.955
anuary 2019	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	12,919	0.01%	0.09%						-2.9752
anuary 2019	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	30,840	0.01%							
anuary 2019	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	12,919	0.01%							
anuary 2019	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
anuary 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	3	3	100.00%	6 0.00%		
anuary 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	22	27	81.48%							
anuary 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	9	9	100.00%	6 0.00%		
anuary 2019	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	23	27	85.19%							
anuary 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
						90.00%			100.00%							-
anuary 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark											

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator			CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%						
January 2019	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
January 2019	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	2	2								
January 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	76	21								
January 2019	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	26	1	26.00							
January 2019	Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	140	33								
January 2019	Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	2	1	2.00							
January 2019 January 2019	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Benchmark	5.50	6	2	5.00							
January 2019	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	0	- 4	0.00							
January 2019	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	0		100.00%	0.00%	2	2	100.00%	0.00%		
January 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	2	2		0.00%	9	11			-0.613244	-1.372826
January 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%	-0.013244	-1.372020
January 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	58	58		0.00%	3	3	100.00%	0.00%		
January 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	9	9	100.00%	0.00%	8	9	88.89%	31.43%	-0.75	-1.455968
January 2019	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	34	34		0.00%	1.191	1.263			-1.414756	
January 2019	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,458	5,467	99.84%							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	22789.30	94,070	0.24							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	48697.53	60,100	0.81							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	71486.83	94,070	0.76							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	7227.55	15,610	0.46							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	7867.93	15,610	0.50							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	5222.23	12,820	0.41							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	709.20	9,195	0.08							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5931.43	12,820								
January 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	12583.39	15,325	0.82							
January 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	2342.49	12,060	0.19							
January 2019	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	14925.88	15,325	0.97							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	26811.88	30,875								
January 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2019	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	33297.88	30,875	1.08							
January 2019	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	5669.50	5,820	0.97							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	314.58	3,825	0.08							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	5984.08	5,820								
January 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST RESPONSE	Diagnostic	N/A N/A	10159.15	23,940	0.42							
January 2019	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A N/A	17143.77 27302.92	45,850 23,940	0.37							
January 2019 January 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic Diagnostic	N/A	183.75	1,815	0.10							
January 2019 January 2019	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	3571.83	1,815	0.10							
January 2019	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2317.75	1,815	1.28							
January 2019	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	6073.33	6,990	0.87							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TV Reservation)	REQUEST	Diagnostic	N/A	6513.83	13,540	0.48							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	180	7.24							
January 2019	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	7816.54	13,540	0.58							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6.523	1.66							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	7477392.00	7,176	9.68							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
January 2019	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							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
January 2019	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
January 2019	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							
January 2019	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,807	2,260	79.96%							
January 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	44	116	37.93%							
January 2019	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	306	359	85.24%							
January 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,807	1,839								
January 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	44	44	100.00%							
January 2019	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	306	308	99.35%							
January 2019	Pre-Ordering		LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2:42	1	2:42							
January 2019	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	394:41	219								
January 2019	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	44	44								
January 2019	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	322	322	100.00%							
January 2019	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,635	1,635								
January 2019	Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	90.00%	15	15								
January 2019 January 2019	Pre-Ordering Pre-Ordering	PO-5B-(b) PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs LNP	Benchmark Benchmark	90.00%	385	84 387	99.48%							
January 2019 January 2019	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5D	FOCs on Time for Electronic/Manual LSRs FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark Benchmark	90.00%	385	387								
January 2019 January 2019	Pre-Ordering Pre-Ordering	PO-SD PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	10	10	0.00%	0.00%	4	58	1.72%	13.02%	-1.106161	-1.672498
December 2018	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1.644	1.644	100.00%	0.00%		50	1.72%	13.02%	-1.100101	-1.072490
December 2018	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	881,284	882,361	99.88%							
December 2018	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	3.052	3.052	100.00%							
December 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	-1.513282
December 2018		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	3,051	3,052	99.99%	2.7270	2.,704	37,507	22.00%	1.0170	5.5.4276	
December 2018	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,266,389	2,238,793	1.01							
December 2018	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2106.58	26,083	0.08							
December 2018	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
December 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	ЕВТА	Diagnostic	N/A	41,760	41,760	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
December 2018																

Month	PID Category	PID GA-7	PID Title	Product Category	Standard	Benchmark N/A	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 2018	Electronic Gateway Availability	GA-7 MR-5A	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A N/A	0	0	14.29%	04.000/		14	05.740/	47.000/	0.405000	-0.704727
December 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 N/A	1	/		34.99%	5	14	35.71%	47.92%	0.485682	-0.704727
December 2018 December 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 - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Diagnostic	N/A N/A	1	3	33.33% 57.14%							
		MR-5A		12 11 11 11			4	/		40.000/	_		05.740/	47.000/	4 400000	4 050004
December 2018 December 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	Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	14	24		49.30% 47.14%	5	14	35.71% 50.00%	47.92% 50.00%	-1.403699 0.187341	-1.853388 -0.886105
December 2018 December 2018	Maintenance and Repair Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	2	6	100.00%	47.14%	- /	14	50.00%	50.00%	0.18/341	-0.886105
December 2018 December 2018	Maintenance and Repair Maintenance and Repair	MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2		Diagnostic	N/A N/A	1	1	0.00%							
December 2018 December 2018	Maintenance and Repair Maintenance and Repair	MR-5B MR-5B		Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic	N/A N/A	0	1	25.00%	43.30%			50.00%	50.00%	0.299307	-0.818034
			All Troubles Cleared w/i 4 Hours-Zone 2		Parity		1	4			/	14				
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		48.25%	0.146235	
December 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	47:51	/	6:50	2:28	108:12	11	9:50	7:17	-0.851907	-1.517922
	Maintenance and Repair	MR-6D MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	20:54	3	0.00	6:04						
December 2018	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity		25:00	/	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	0.40	2:15	108:12	11	9:50		-2.297408	-2.396725
December 2018	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	164:19	31	00	3:52	86172:03	2,991			-4.111665	
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		12:51	61:03	13	4:42	2:52	1.774382	0.078748
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		2:22	61:03	13			-0.162788	
December 2018	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	14:31	2		4:04	29348:23	695			-1.369741	
December 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	7	14.29%	34.99%	9	15			-2.038589	-2.239374
December 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%	0	1	0.00%	0.00%		
December 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	7	0.00%	0.00%	0	1	0.00%	0.00%		
December 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	24		33.07%	9	15		48.99%	-2.945825	-2.790934
December 2018	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	31	0.0070	29.57%	565	0,000		00.0070	-0.902027	
December 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%	2	14	14.29%	34.99%	-0.83666	-1.508653
December 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%						
December 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%						
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4		0.00%	2	14	14.29%	34.99%	-0.720082	-1.437779
December 2018	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	117	818			-0.577057	-1.350826
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13	823		12.47%	28		1.48%	12.06%	0.207382	-0.873921
December 2018	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	62.032	0.00%		1	49.791	0.00%	0.45%	-0.744812	-1.452814
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	45			3,810		1.52%	12.23%	-0.833265	
December 2018	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	214	0.0070		29				-1.616777	-1.982931
December 2018	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	1,227		5.70%	1	876	0.11%	3.38%	1.418303	-0.137733
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9	10.845		2.72%		876			-0.34052	
December 2018	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A	28	3,359		9.09%	28		1.44%	11.89%	-1.776922	-2.080292
December 2018	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	20	3,339		9.09%	29				-0.383779	
December 2018	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLI Unbundled Loop Analog		N/A	33	18.233	0.0070	4.25%	4,445	2,184	1.33%	11.45%	-0.383779	
				1	Parity						4,445	382,642	1.16%	10.72%	-12.0/3/28	
December 2018	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	20	30,504	0.01.10	0.47%						-2.7993
December 2018	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	12,943		0.03%						-2.993936
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	0.0070							
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								
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	0.00	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	0.0070	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%							
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								
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-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	3	3	100.00%	0.00%		
December 2018	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2		0.00%	1	1	100.00%	0.00%		
December 2018		OP-SA	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	78	78		0.00%		1	100.00%	0.00%		
December 2018	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A	78	78	100.00%	0.00%	1	1	100.00%			
		OP-5A		1		N/A N/A	5	5			3	3			4 577007	1.0500.0
December 2018	Ordering and Provisioning	OP-5A OP-8C	New Service Installation Quality	Unbundled Loop Analog	Parity		36	36	100.00%	0.00%	1,123	1,203	93.35%	24.92%	-1.577987	-1.959348
December 2018	Ordering and Provisioning		Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,634	3,642								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3286.28	11,838								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7545.61	8,278								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10831.89	11,838								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	739.59	1,581								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	846.46	1,581	0.54							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	491.52	1,204								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	97.84	1,136								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	589.36	1,204								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1244.14	1,498								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	231.60	1,469								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	1475.74	1,498	0.99							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3143.75	3,560								
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
	Dec Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	9629.75	3,560	2.71							
December 2018																
December 2018 December 2018			Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	434.59	448	0.97							

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 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	577.35	448	1.29							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1358.89	3,452	0.39							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2272.86	6,866	0.33							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	3631.75	3,452	1.05							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	23.00	225	0.10							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	251.48	490	0.51							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	286.95	225	1.28							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	561.43	490	1.15							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	685.11	1,664	0.41							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	1302.71	673	1.94							
December 2018	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	1987.82	1,664	1.19							
December 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							
December 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							
December 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							
December 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							
December 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							
December 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							
December 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							
December 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							
December 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							
December 2018	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	1,507	1,918	78.57%							
December 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	64	26.56%							
December 2018	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	222	284	78.17%							
December 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	1,507	1,556	96.85%							
December 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	17	19	89.47%							
December 2018	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	222	228	97.37%							
December 2018	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2:27	1	2:27							
December 2018	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	217:28	192	1:08							
December 2018	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	17	17	100.00%							
December 2018	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	229	229	100.00%							
December 2018	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	1,365	1,365	100.00%							
December 2018	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
December 2018	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	79	81	97.53%							
December 2018	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	338	338	100.00%							
December 2018	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10	100.00%							
December 2018	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	20	10.00%	30.00%	1	57	1.75%	13.13%	-2.416634	-2.469209