

Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington September 2015 - September 2016

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.

October 10, 2016

CenturyLink QC Performance Results – Current 271 PID

Month	PID Category	PID	PID Title	Product Category						LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result CTL-	Q Standard Deviation	Modified Z Score	Parity Sc
eptember 2016		BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,612	1,615	99.81%							
eptember 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,314,952	1,314,996	100.00%							
eptember 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,340	21,340	100.00%							
eptember 2016		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,382	3,385	99.91%	2.98%	64,408	65,283	98.66%	11.50%	-6.174842	-4.75
eptember 2016		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21,340	21,340	100.00%							
eptember 2016		CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							
eptember 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,604,684	3,454,854	1.04							
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5866.37	37,226	0.16							
eptember 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
eptember 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
eptember 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
eptember 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
eptember 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
eptember 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
eptember 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
eptember 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	5	13	38.46%	48.65%	-0.060093	-1.03
eptember 2016	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%						
eptember 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	10	12	83.33%							
1.0. 1.1. 1.1	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A		16	56.25%							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29	42	69.05%	46.23%	8	16	50.00%	50.00%	-1.296705	-1.7
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4		80.00%	40.00%	14	23	60.87%	48.80%	-0.794396	-1.4
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	5	100.00%	40.00%	14	23	00.07%	40.00%	-0.794390	-1.4
	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 Unbundled Loop - 2 Wire Non-Loaded		N/A N/A	1	1	100.00%							
		MR-5B MR-5B			Diagnostic	N/A N/A	1	1	100.00%	0.00%	14	22	63.64%	48.10%	-1.023533	-1.6
	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity		2	2								
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	5	60.00%	48.99%	308	607	50.74%	49.99%	-0.41241	-1.:
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:45	5	4:33	2:52	74:41	12	6:13	5:24	-0.581835	-1
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	3:04	1	3:04	0:00						
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	34:30	12	2:53	1:17	59:19	1	59:19	0:00		
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	113:01	16	7:04	7:31	59:19	1	59:19	0:00		
ptember 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	169:05	42	4:02	3:51	83:26	14	5:58	4:58	-1.262701	-1.7
ptember 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	345:28	52	6:39	5:02	146392:39	3,179	46:03	153:20	-1.838218	-2.
otember 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	34:34	5	6:55	9:45	85:56	21	4:06	3:06	0.896473	-0
tember 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:38	1	1:38	0:00						
tember 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:27	1	2:27	0:00						
	Maintenance and Repair	MR-6F	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4.41	2	2:21	0:32	81.17	20	4.04	3:10	-0.731873	-1
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	79:01	- 8	9:53	8:07	31211:48	729	42:49	40:17	-2.300119	
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	1.522	0.66%	8.08%	31211.40	2.529	1.42%	11.85%	-1.994459	-2.
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	10	72,722	0.00%	0.37%	30	58.274	0.00%	0.41%	-0.14803	-1.0
		MR-8	Trouble Rate			N/A	1			0.37 %	3.532		1.05%	10.19%		-1.4
	Maintenance and Repair			Residence	Parity		0	62	0.00%			336,819			-0.810507	
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	209	0.00%		40	2,873	1.39%	11.72%	-1.658561	-2.0
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	13	2,414	0.54%	7.32%	1	998	0.10%	3.16%	3.681361	1.2
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	17	15,350	0.11%	3.33%	1	999	0.10%	3.16%	0.103134	-0.9
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	44	4,965	0.89%	9.37%	38	2,564	1.48%	12.08%	-2.027686	-2.2
1.0. 1.1. 1.1	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	23	0.00%		40	2,869	1.39%	11.73%	-0.567994	-1.3
eptember 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	60	24,973	0.24%	4.90%	4,255	499,173	0.85%	9.19%	-10.268987	-7.2
ptember 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	9	34,560	0.03%	0.13%						-2.9
ptember 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,039	0.00%	0.03%						-2.9
ptember 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	14	34,776	0.04%							
ptember 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,039	0.00%							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	89	1	89.00							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	128	4	32.00	0.00						
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	419	13	32.00	5.26	74 416	486	153.12	215.97	-1.991754	
	Ordering and Provisioning	OP-158-RD	Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	419	4	100.00%	0.00%	14,410	400	100.12	213.07	1.0011.04	
	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	4	4	0.00%	0.00%	178	486	36.63%	48.18%	-2.705043	-2.
		OP-15B-RD OP-3B	Dispatches outside MSAs		Benchmark	N/A 90.00%	0	13	100.00%	0.00%	1/8	480	30.03%	40.10%	*2.700043	-Z.
	Ordering and Provisioning			Sub-Loop Unbundling			1			0.0001			400.000/	0.0000		
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	181	190	95.26%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	38	43	88.37%	32.06%	1	1	100.00%	0.00%	-1.207414	-1.
otember 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	24	75.00%							
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	8	50.00%							
otember 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	3	3	100.00%	0.00%		
tember 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
tember 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	35	35	100.00%							
tember 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	8	8	100.00%	0.00%	1	3	33.33%	47.14%	-2.088932	-
	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	3	1	3.00							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	8	1	8.00	0.00	22	1	22.00	0.00		
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00	5.00				2.00		
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	342	122	2.80							
	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable		5.50	220	122	2.80							
				a second a second second	Benchmark											
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	134	25	5.36							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	47	5	9.40							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
eptember 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	143	33	4.33							
otember 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	40	8	5.00							
2010		OP-8C		INP	Benchmark	95.00%	3,611	3,611	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviation (TL O Numerator	CTL-O Denominator	CTL-O Result	t CTL-Q Standard Deviatio	Modified 7 Score	Parity Score
September 2016			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6662.98	19,597	0.34			ore a bonominator	OTE & HOUSE			r unty ocore
September 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15762.67	13,027	1.21							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL		N/A	22425.65	19,597	1.14							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3261.00	4,348	0.75							
September 2016			Pre-Order Response Times (Appt. Scheduler)	TOTAL		N/A	3769.95	4,348	0.87							
September 2016			Pre-Order Response Times (Facility Assignment)	REQUEST		N/A	780.45	1,815	0.43							
September 2016			Pre-Order Response Times (Facility Assignment)	RESPONSE		N/A	1345.68	1,246	1.08							
September 2016			Pre-Order Response Times (Facility Assignment)	TOTAL		N/A	2126.13	1,815	1.17							
September 2016			Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	REQUEST		N/A	3350.85	3,765	0.89							
September 2016 September 2016			Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	TOTAL		N/A N/A	7659.08	3,718	2.06							
September 2016			Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST		N/A	8026.79	7,793	1.03							
September 2016			Pre-Order Response Times (Get CSR)	RESPONSE		N/A	6894.81	5,893	1.17							
September 2016			Pre-Order Response Times (Get CSR)	TOTAL		N/A	14921.60	7,793	1.91							
September 2016			Pre-Order Response Times (Meet Point Inquiry)	REQUEST		N/A	2329.02	1.026	2.27							
September 2016			Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A	628.02	1,163	0.54							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2957.04	1,026	2.88							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3481.40	6,695	0.52							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7741.98	13,122	0.59							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL		N/A	11223.38	6,695	1.68							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	224.07	1,067	0.21							
September 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	778.59	1,899	0.41							
September 2016			Pre-Order Response Times (TN Reservation)	RESPONSE		N/A	1138.32	918	1.24							
September 2016	*		Pre-Order Response Times (TN Reservation)	TOTAL		N/A	2140.98	1,899	1.13							
September 2016			Pre-Order Response Times(Loop Qual Tools)	REQUEST		N/A	2578.01	3,631	0.71							
September 2016			Pre-Order Response Times(Loop Qual Tools)	RESPONSE		N/A	53737.32	2,812	19.11							
September 2016			Pre-Order Response Times(Loop Qual Tools)	TOTAL		N/A	56315.33	3,631	15.51							
September 2016		PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response		N/A	8597.50	4,525	1.90							
September 2016		PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response		N/A	7777.38	4,602	1.69							
September 2016		PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67038.84	6,897	9.72							
September 2016		PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response		N/A	26711.25	6,375	4.19							
September 2016		PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response		N/A	47873.10	3,586	13.35							
September 2016		PO-1-XML PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response		N/A N/A	3959.20	784	5.05							
September 2016			Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response			15150.72	4,856	3.12							
September 2016		PO-1-XML		XML Request/Response		N/A	3940.97	3,257	1.21							
September 2016 September 2016		PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	XML Request/Response		N/A N/A	5619.04 2,571	1,624	3.46 83.47%							<u> </u>
September 2016 September 2016		PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS		N/A N/A	42	3,080	47.19%							<u> </u>
September 2016		PO-2A PO-2A	All Electronic LSRs	Unbundled Loop Aggregate		N/A	42	506	81.03%							<u> </u>
September 2016		PO-2A PO-2B	All Flow-through Eligible LSRs	LNP		N/A	2,571	2,584	99.50%							
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	42	42	100.00%							
September 2016		PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate		N/A	410	410	100.00%						<u> </u>	<u> </u>
September 2016		PO-3C	LSRs received via facsimile	Product Aggregate		N/A	2:07	2	1:03						<u> </u>	<u> </u>
September 2016		PO-3X	Electronic LSRs Rejected Manually	Product Aggregate		N/A	378:34	201	1:53							
September 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	34	34	100.00%							
September 2016		PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	368	368	100.00%							
September 2016		PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,373	2,373	100.00%							
September 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
September 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	195	200	97.50%							
September 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	474	474	100.00%							
September 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							
September 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	26	26	100.00%							
September 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	13	27	48.15%	49.97%	7	90	7.78%	% 26.78%	6.869536	-5.176381
August 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,691	1,694	99.82%							
August 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate		N/A	1,339,171	1,341,910	99.80%							
August 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation		N/A	14,214	14,214	100.00%							
August 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate		N/A	4,296	4,299	99.93%	2.64%	63,900	64,536	99.01%	% 9.88%	6 -5.885216	-4.577957
August 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation		N/A	14,214	14,214	100.00%							
August 2016	Database Updates	DB-1B	All	LIDB		N/A	3,278,833	3,123,237	1.05							L
August 2016	Database Updates	DB-1C-1	All	Directory Listing		N/A	5951.98	37,984	0.16							L
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI		N/A	30,600	30,600	100.00%							L
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA		N/A	30,600	30,600	100.00%							
August 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML		N/A	30,600	30,600	100.00%							
August 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							<u> </u>
August 2016	Electronic Gateway Availability	GA-3 GA-4	Gateway Availability - Repair	RepairGUI EXACT		N/A N/A	42,180	42,180 22.860	100.00%							
August 2016 August 2016	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR Timely Outage Resolution after Software Releases	ALL		N/A N/A	22,860	22,860	100.00%							
August 2016 August 2016	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	ALL Enhanced Extended Loops - DS1 Capable		N/A N/A	0	10	70.00%	45.83%	0	11	72.73%	6 44.54%	6 -0.338972	-1.20608
	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		N/A N/A	7	10	60.00%	40.83%	8	11	12.13%	3 44.54%	-0.338972	-1.20608
August 2016 August 2016	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		N/A N/A	3	21	60.00%					+	+'	
	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 Unbundled Loop - DS1 Capable		N/A N/A	24	37	64.86%	47.74%	9	12	75.00%	6 43.30%	6 0.274423	-0.833163
August 2016	Maintenance and Repair Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable		N/A N/A	1	5	20.00%	47.74%	9	12				
August 2016		*******				N/A N/A	1	5	20.00%	40.00%	9	10	00.00%	, 40.997	, 1.029108	-0.374317
August 2016		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2													
August 2016 August 2016	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 Unbundled Loop - 2 Wire Non-Loaded			0	2								<u> </u>
August 2016		MR-5B MR-5B MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2 All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Diagnostic Parity	N/A N/A	0	2	0.00%	50.00%	Q	15	60.00%	% 48.99%	6 -0.058236	s -1.035405

Month	PID Category	PID	PID Title	Product Category			CLEC Numerator	CLEC Denominator		LEC Standard Deviation C						
August 2016	Maintenance and Repair		Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	1,916	4,112	46.60%	49.88%	-1.070448	-1.650786
August 2016	Maintenance and Repair		Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	19:04	1	19:04	0:00	111554:51	2,943	37:54	36:57	-0.509825	-1.30995
August 2016	Maintenance and Repair Maintenance and Repair		Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A N/A	30:53	10	3:05	3:03	29:07	9	3:14	2:49	-0.113153	-1.06879
August 2016 August 2016	Maintenance and Repair Maintenance and Repair		Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	63:35	21	12:43	19:13	2:50	1	2:50	0:00		
August 2016 August 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A N/A	147:29	37	3:59	5:32	2:50	1	3:14	2:49	0.077784	-0.95271
August 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	601:33	61	9:52	9:28	114773:54	3.201	35:51	36:23	-5.526638	-4.35995
August 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	33:12	5	6:38	3:52	73:10	12	6:06	5:18	0.181468	-0.88967
August 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:32	1	3:32	0:00						
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	16:19	2	8:10	0:22						
August 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28:49	6	4:48	2:57	73:10	12	6:06	5:18	-0.487926	-1.296638
August 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	20:36	5	4:07	2:01	34903:52	871	40:04	38:49	-2.064831	-2.255328
August 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
August 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	10	20.00%	40.00%	1	13	7.69%	26.65%	0.258319	-0.842953
August 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	5	0.00%	0.00%	0	1	0.00%	0.00%		
August 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	21	4.76%	21.30%	0	1	0.00%	0.00%	-1.690622	-2.027825
August 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	37	16.22%	36.86%	1	13	7.69%	26.65%	0.238761	-0.854844
August 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	61	4.92%	21.62%	383	3,538	10.83%	31.07%	-1.472313	-1.895103
August 2016	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%	1	15	6.67%	24.94%	-0.517549	-1.314648
August 2016	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
August 2016	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	-	0.00%	0.00%						
August 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	6	0.00%	0.00%	1	15	6.67%	24.94%	-0.553283	-1.336372
August 2016	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	5	0.00%	0.00%	103	919	11.21%	31.55%	-0.792283	-1.481674
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15	.,	0.96%	9.73%	26	2,550	1.02%	10.05%	-0.195334	-1.118755
August 2016	Maintenance and Repair	MR-8 MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	73,274	0.00%		3	58,298	0.01%	0.72%	-1.292603	-1.785847
August 2016	Maintenance and Repair Maintenance and Repair	MR-8 MR-8	Trouble Rate	Residence SUB-LOOP UNBUNDLING	Parity Parity	N/A N/A	0	63 209	0.00%	6.90%	3,706 28	340,742 2.897	1.09%	10.37% 9.78%	-0.832233 -0.696488	-1.505961
August 2016							1				28					
August 2016 August 2016	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	23	2,471 15,572	0.24%	4.92%	1	1,006	0.10%	3.15%	1.216849 0.472551	-0.260208
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	43	5.024	0.15%	9.21%	27	2.583	1.05%	3.15%	-0.769188	-1.467633
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A N/A	43	3,024	0.00%	3.2176	28	2,583	0.97%	9.79%	-0.482312	-1.293225
August 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	66		0.26%	5.09%	4.457	504,679	0.88%	9.36%	-10.347957	-7.291111
August 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	7	34,608	0.20%	0.18%	4,457	304,013	0.0078	3.3076	-10.547357	-2.942954
August 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0		0.00%	0.02%						-2.991843
August 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	7	34.608	0.02%							
August 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13.063	0.00%							
August 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	82	3	27.33							
August 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	968	10	96.80	73.84						
August 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	169	17	9.94	5.15	70,130	452	155.15	211.91	-2.773758	-2.686325
August 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10	10	100.00%	0.00%						
August 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	4	17	23.53%	42.42%	171	452	37.83%	48.50%	-1.193726	-1.725734
August 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	1,333	1,336	99.78%	4.73%	-0.047422	-1.028831
August 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
August 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	224	229	97.82%							
August 2016	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	57	63	90.48%	29.35%	1	1	100.00%	0.00%	-1.318011	-1.801294
August 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	57	58	98.28%							
August 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
August 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
August 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	3	3	100.00%							
August 2016	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	3	4	75.00%	43.30%	-0.755929	-1.459572
August 2016	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	4	4	100.00%							
August 2016	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00	0.00						
August 2016	Ordering and Provisioning Ordering and Provisioning		Interval Zone 1 Areas Interval Zone 1 Areas	LIS Trunk Unbundled Loop - 2 Wire Non-Loaded	Parity Benchmark	N/A 6.00	44	2	22.00	0.00						
August 2016 August 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark	5.50	400	47	2.86							
August 2016 August 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - DST Capable	Benchmark	6.00	292	47	4.08							
August 2016 August 2016	Ordering and Provisioning Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	209	1	4.08							
August 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	6	2	3.00							
August 2016	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	15	3	5.00							
August 2016	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	18	4	4.50							
August 2016	Ordering and Provisioning		New Service Installation Quality	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	11	11	100.00%	0.00%		
August 2016	Ordering and Provisioning		New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,368	3,636	92.63%	26.13%	-0.282047	-1.171472
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	243	249	97.59%	15.33%	7	7	100.00%	0.00%	-1.016641	-1.618074
August 2016	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	65	66	98.48%	12.22%	5	5	100.00%	0.00%	-1.472651	-1.895308
August 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	69	70	98.57%	11.87%	2,626	2,796	93.92%	23.90%	-1.608577	-1.977945
August 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,875	5,876	99.98%							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6614.36	19,454	0.34							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15586.80	12,989	1.20							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22201.16	19,454	1.14							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3232.46	4,198	0.77							
August 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3698.18	4,198	0.88							
August 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	747.18	1,779	0.42							
August 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1251.60	1,192	1.05							
August 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1998.78	1,779	1.12							
August 2016	Pre-Ordering	DO 1 011 010	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3310.75	3.895	0.85							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8013.78	3,798	2.11							
August 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL		N/A	11324.53	3,895	2.91							
August 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST		N/A	8153.25	7,765	1.05							
August 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE		N/A	6722.20	5,795	1.16							
August 2016 August 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	TOTAL REQUEST		N/A N/A	14875.45 2308.68	7,765	1.92 2.12							
August 2016 August 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A N/A	669.20	1,089	0.56							
August 2016 August 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL		N/A	2977.88	1,089	2.73							
August 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST		N/A	3713.60	6.752	0.55							
August 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE		N/A	7574.22	13.059	0.58							
August 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL		N/A	11287.82	6.752	1.67							
August 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT		N/A	263.76	1.099	0.24							
August 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST		N/A	812.21	1,981	0.41							
August 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1265.92	989	1.28							
August 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2341.89	1,981	1.18							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST		N/A	2571.06	3,522	0.73							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	52558.95	2,759	19.05							
August 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	55130.01	3,522	15.65							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8418.64	4,478	1.88							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7903.40	4,595	1.72							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	68191.55	6,923	9.85							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response		N/A	26466.99	6,347	4.17							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47039.63	3,487	13.49							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response		N/A	3937.00	775	5.08							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response		N/A	15141.08	4,822	3.14							
August 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response		N/A	3775.20	3,146	1.20							
August 2016	Pre-Ordering	PO-1-XML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	XML Request/Response		N/A N/A	5605.20	1,620	3.46							
August 2016	Pre-Ordering			LNP			2,654	3,251	81.64%							
August 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	36 524	70	51.43%							
August 2016 August 2016	Pre-Ordering Pre-Ordering	PO-2A PO-2B	All Electronic LSRs All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	2.654	660 2.666	79.39% 99.55%							
August 2016 August 2016	Pre-Ordering Pre-Ordering	PO-28 PO-28	All Flow-through Eligible LSRs			N/A N/A	2,004	2,000	99.55%							
August 2016 August 2016	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate		N/A N/A	524	525	97.30%							
August 2016 August 2016	Pre-Ordering Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate		N/A	21:15	323	10:38							
August 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate		N/A	254:46	204	1:15							
August 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	201.10	204	100.00%							
August 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	491	491	100.00%							
August 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2.423	2.423	100.00%							
August 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%							
August 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	223	227	98.24%							
August 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	560	560	100.00%							
August 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							
August 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	21	21	100.00%							
August 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	28	64	43.75%	49.61%	5	103	4.85%	21.49%	-11.370783	-7.91294
July 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,753	1,754	99.94%							
July 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,327,448	1,346,228	98.61%							
July 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	13,138	13,138	100.00%							
July 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,760	2,767	99.75%	5.02%	59,927	60,587	98.91%	10.38%	-4.14474	-3.519823
July 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	13,138	13,138	100.00%							
July 2016	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All		N/A	1	1	100.00%							
July 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,148,839	2,993,806	1.05							
July 2016	Database Updates	DB-1C-1	All	Directory Listing		N/A	5746.52	37,606	0.15							
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI		N/A	29,880	29,880	100.00%							
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA		N/A	29,880	29,880	100.00%							
July 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML		N/A	29,880	29,880	100.00%							
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA		N/A	42,840	42,840	100.00%							
July 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI		N/A	41,565	41,565	100.00%							
July 2016 July 2016	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR Timely Outage Resolution after Software Releases	EXACT		N/A N/A	21,600	21,600	100.00%							
July 2016 July 2016	Electronic Gateway Availability Maintenance and Repair	GA-7 MR-5A	Timely Outage Resolution after Software Releases All Troubles Cleared w/i 4 Hours-Zone 1	ALL Enhanced Extended Loops - DS1 Capable		N/A N/A	0	0	36.36%	48.10%		10	70.00%	45.83%	1.103463	-0.329142
July 2016 July 2016	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		N/A N/A	4		36.36%	48.10%	1	10	70.00%	40.63%	1.103463	-0.329142
July 2016 July 2016	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	N/A N/A	4	6	42.11%							
July 2016 July 2016	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 - DS1 Capable	Parity	N/A N/A	24	42	42.11%	49.49%	0	11	72.73%	44.54%	0.582034	-0.646148
July 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSLi	Diagnostic	N/A	24	+2	0.00%	40.40 /0	0		12.1370	J#70	0.302034	0.040140
July 2016	Maintenance and Repair	MR-5R MR-5B	All Troubles Cleared w/14 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	9	55.56%	49.69%	14	17	82.35%	38.12%	1.000524	-0.391724
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/14 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE		N/A	1	1	100.00%		14	17	02.0070	50.1276	1.000024	0.00112
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
July 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	14	17	82.35%	38.12%	-0.02199	-1.013369
July 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business		N/A	0	3	0.00%	0.00%	223	495		49.75%	0.96384	-0.41402
July 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING		N/A	1	3	33.33%	47.14%	1,502	3,694			-0.35468	-1.2156
July 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	137:48	3	45:56	25:38	34424:37	701	49:06	53:31	-0.102532	-1.06233
July 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable		N/A	49:01	11	4:27	1:40	22:18	5	4:28			
July 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	24:27	6	4:04	3:12						
July 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	113:56	19	6:00	5:09						
July 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	198:42	42	4:44	4:24	25:52	6	4:19	2:48	0.062707	-0.961877
			Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSLi			7:00	1	7:00	0:00	27:09		3:53		0.609791	-0.629273

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
July 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	500:17	53	9:26	11:03	120598:15	2,924	41:15	77:18	-2.968658	
July 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	35:29	9	3:57	2:52	154:25	13	11:53	33:52	-0.540332	-1.328499
July 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:47	1	1:47	0:00						
July 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8:38	1	8:38	0:00						
July 2016	Maintenance and Repair	MR-6E MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity Parity	N/A	13:37	3	4:32	5:12	154:25 34774:37	13		33:52 53:05	-0.338319 -2.355403	
July 2016 July 2016	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	26:03	8	3:15	0:47	34774:37	729		53:05	-2.355403	-2.431983
July 2016 July 2016	Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	4	3	36.36%	48.10%	2	4		43.30%	0.139635	
July 2016	Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	4	6	16.67%	40.10%	3	12	0.00%	43.30%	-1.067571	-1.649037
July 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	19	5.26%	22.33%	0	1	0.00%	0.00%	-1.644854	
July 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	42	14.29%	34.99%	3	12		43.30%	-0.755929	
July 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSLi	Parity	N/A	0	1	0.00%	0.00%	3	12		43.30%	-0.5547	
July 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	53		23.11%	361	3,237		31.48%	-1.259884	
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	9	33.33%	47.14%	3	17		38.12%	0.433851	
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
July 2016	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%						
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	3	17	17.65%	38.12%	-0.739208	-1.449407
July 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	8	0.00%	0.00%	93	773	12.03%	32.53%	-1.04063	-1.632658
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	1,585	1.26%	11.16%	27	2,572	1.05%	10.19%	0.651583	-0.603865
July 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	74,042	0.00%		1	59,878	0.00%	0.41%	-0.743567	-1.452057
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	61	0.00%		3,391	343,859	0.99%	9.88%	-0.779385	-1.473833
July 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	3	206	1.46%	11.98%	29	2,919	0.99%	9.92%	0.374805	-0.772135
July 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	2,516	0.28%	5.27%	1	1,019	0.10%	3.13%	1.548899	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20	15,604	0.13%	3.58%	1	1,020		3.13%	0.297925	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	45	5,054	0.89%	9.39%	28	2,600	1.08%	10.32%	-0.74884	
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	24		19.98%	29	2,915	0.99%	9.92%	0.775486	-0.528538
July 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	61	25,649	0.24%	4.87%	4,010	508,504	0.79%	8.85%	-9.729879	
July 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	7	34,512	0.02%	0.18%						-2.941168
July 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,063	0.00%	0.03%						-2.990685
July 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	34,680	0.03%							
July 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,063								
July 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	45	1	45.00							
July 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1,178	15	78.53	46.03						
July 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	125	4	31.25	11.50	162	2	81.00	24.04	-2.389453	-2.452684
July 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	15	15	100.00%	0.00%						
July 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	1	2	50.00%	50.00%	3.719016	1.261001
July 2016	Ordering and Provisioning	OP-3A OP-3C	Dispatches within MSAs No dispatches	Sub-Loop Unbundling Residence	Benchmark Parity	90.00% N/A	1	1	100.00%	0.00%	1.173	1.176	99.74%	5.04%	-0.050551	-1.030733
July 2016 July 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	N/A 90.00%	2	2		0.00%	1,173	1,176	99.74%	5.04%	-0.00001	-1.030733
July 2016 July 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Parity	90.00% N/A	2	2	100.00%	0.00%		-	100.00%	0.00%		
July 2016 July 2016		OP-3D OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%	0.00%	5	5	100.00%	0.00%		
July 2016 July 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	187	212								
July 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	90.00%	27	36		43.30%	1	1	100.00%	0.00%	-0.695908	-1.423082
July 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	62	50	89.86%	43.30%		1	100.00%	0.00%	-0.095906	-1.423002
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	5	80.00%							
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	3	100.00%	0.00%		
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	7	8	87.50%	0.0078	5	5	100.0078	0.0078		
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
July 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
July 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	4	1	4.00							
July 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
July 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	22	1	22.00	0.00						
July 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	2	1	2.00							
July 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	586	175	3.35							
July 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	175	34	5.15							
July 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	606	66	9.18							
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	22	5	4.40							
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	21	7	3.00							
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
July 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	10	10		0.00%		
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	2,970	3,267		28.75%	-0.316179	-1.192223
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	233	238	97.90%	14.34%	1	1	100.00%	0.00%	-2.035098	-2.237252
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	37	38	97.37%	16.01%	4	4	100.00%	0.00%	-1.309172	
July 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	66	70		23.21%	2,364	2,537	93.18%	25.21%	-0.361737	-1.21992
July 2016	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	4	4	100.00%							
July 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,665	2,665	100.00%							
July 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6405.96	19,412	0.33							
July 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15570.00	12,975	1.20				T			
July 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21975.96	19,412	1.13							
July 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3288.48	4,216	0.78							
July 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3876.63	4,216	0.92							
July 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.51	1,711	0.41							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1320.90	1,295	1.02							

Month	PID Category	PID	PID Title	Product Category	Standard				CLEC Result C	LEC Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result C	TL-Q Standard Deviation	Modified Z Score	Parity Score
July 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2022.41	1,711	1.18							
July 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3120.92	3,806	0.82							
July 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A N/A	8219.67 11340.59	3,859 3,806	2.13 2.98							
luly 2016 July 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic Diagnostic	N/A N/A	8049.60	7,740	2.98							
July 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6893.64	5,892	1.17							
July 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14943.24	7,740	1.93							
July 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2305.80	1,098	2.10							
July 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	630.18	1,167	0.54							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2935.98	1,098	2.67							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3619.62	6,703	0.54							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7515.64	12,958	0.58							
July 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11135.26	6,703	1.66							
July 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	240.46	1,093	0.22							
July 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	794.00	1,985	0.40							
July 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1214.12	956	1.27							
July 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2248.58	1,985	1.13							
July 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2336.29	3,487	0.67							
July 2016 July 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A N/A	52296.51 54632.80	2,751 3,487	19.01 15.67							
July 2016 July 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Edop Quai Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic Diagnostic	N/A N/A	54632.80 8584.20	4.518	15.67							
July 2016 July 2016	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	7801.30	4,518	1.90							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl: Ocheduler XML)	XML Request/Response	Diagnostic	N/A	67213.80	6,915	9.72							
July 2016 July 2016	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Pacific CR XML)	XML Request/Response	Diagnostic	N/A	26312.00	6,325	4.16							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46948.20	3,380	13.89							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3907.80	780	5.01							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15284.88	4,899	3.12							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3862.80	3,219	1.20							
July 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5632.88	1,628	3.46							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,305	2,788	82.68%							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	58	103	56.31%							
July 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	475	564	84.22%							
July 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,305	2,309	99.83%							
July 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	58	59	98.31%							
July 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	475	475	100.00%							
July 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	23:54	3	7:58							
July 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	234:40	161	1:27							
July 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	31	31	100.00%							
July 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	432	432	100.00%							
July 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,136	2,136	100.00%							
July 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark Benchmark	90.00%	25	25	100.00%							
July 2016	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	Benchmark	90.00%	180	441	99.45% 100.00%							
July 2016 July 2016	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5C-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	441	441	100.00%							
July 2016 July 2016	Pre-Ordering Pre-Ordering	PO-50-(c)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	8	100.00%							
July 2016 July 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	37	87	42.53%	49.44%	4	97	4.12%	19.88%	-13.080516	-8.95238
June 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		1,718	1,720	99.88%	43.4476	4	51	4.1270	13.0078	- 13.000310	-0.35230
June 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1.348.684	1,351,852	99.77%							
June 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	14.883	14.883	100.00%							
June 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2.976	2.981	99.83%	4.09%	59.664	60.272	98.99%	9.99%	-4.485574	-3.72703
June 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	14,883	14,883	100.00%							
June 2016	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
June 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,210,363	3,071,398	1.05							
June 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	6000.61	39,909	0.15							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,480	29,520	99.86%							
June 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
June 2016	Electronic Gateway Availability	GA-7 MR-5A	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A N/A	0	0	61.54%	48.65%				45.18%	0.137136	0.011
June 2016 June 2016	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 UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Diagnostic	N/A N/A	8	13	61.54% 25.00%	48.65%	10	14	71.43%	45.18%	0.137136	-0.91662
							1	4								
June 2016 June 2016	Maintenance and Repair Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Diagnostic Parity	N/A N/A	13	35	81.25% 65.71%	47.47%	11	15	73.33%	44.22%	0.181574	-0.8896
June 2016 June 2016	Maintenance and Repair	MR-5A MR-5B	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	23	35	75.00%	47.47%	11	26	57.69%	44.22%	-0.652269	
June 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	4	100.00%	0.00%	15	20	01.0070		0.002200	1.00000
June 2016	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	100.00%							
June 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8	11	72.73%	44.54%	16	28	57.14%	49.49%	-0.884995	-1.5380
June 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	8	11	72.73%	44.54%	339	582	58.25%	49.32%	-0.964749	
June 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	28:34	1	28:34	0:00	88141:44	2,518	35:00	30:20	-0.212252	-1.129
June 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	90:39	13	6:58	8:59	33:51	11	3:05	2:00	1.490853	
June 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39:21	4	9:50	9:45						
June 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	42:37	16	2:40	1:46						
June 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	126:58	35	3:38	2:02	39:55	12	3:20	2:12	0.369171	-0.775
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	445:48	53	8:25	5:20	102248:24	3,092	33:04	29:35	-6.017199	-4.65819

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CI	LEC Standard Deviation C	L-Q Numerator C	TL-Q Denominator	CTL-Q Result CTL	-Q Standard Deviation	Modified Z Score	Parity Sr
lune 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13:02	4	3:15	2:04	102:49	20	5:08	4:51	-0.707839	-1.430
une 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:55	1	0:55	0:00						
ine 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2:27	2	1:13	1:43						
ne 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	42:35	11	3:52	2:47	111:17	22	5:03	4:38	-0.693939	-1.4
ne 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	57:26	5	11:29	7:47	32393:09	959	33:47	43:20	-1.147317	-1.6
ne 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	298	2,659	11.21%	31.55%	-0.355205	
ne 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	13	15.38%	36.08%	2	16	12.50%	33.07%	-0.29724	-1.1
ne 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	4	0.00%	0.00%						
ne 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	16	6.25%	24.21%						
ne 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	2	35	5.71%	23.21%	2	16	12.50%	33.07%	-0.679901	-1
ne 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	53	5.66%	23.11%	360	3,371	10.68%	30.89%	-1.173857	-1.3
ne 2016	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%	7	28	25.00%	43.30%	-1.080123	-1.6
ne 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ne 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%						
ne 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	11	0.00%	0.00%	7	28	25.00%	43.30%	-1.622491	-1.
une 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	5	20.00%	40.00%	96	1,029	9.33%	29.08%	0.280525	
ine 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	17	1,621	1.05%	10.19%	40	2,636	1.52%	12.22%	-1.214744	-1.3
une 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	75,770	0.00%	0.36%	0	59,662	0.00%			
une 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	63	1.59%	12.50%	3,698	347,786	1.06%	10.26%	0.024761	-0.9
ine 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	207	0.00%		44	2,990	1.47%	12.04%	-1.700433	-2
ne 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	2,593	0.15%	3.92%	0	1,023	0.00%			
ne 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	15,699	0.11%	3.38%	0	1,024	0.00%			
ne 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	46	5,101	0.90%	9.45%	43	2,666	1.61%	12.60%	-2.362111	-2
ne 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	24	0.00%		44	2,986	1.47%	12.05%	-0.596722	
ne 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	58	26,000	0.22%	4.72%	4,400	513,686	0.86%	9.22%	-10.814007	-)
ne 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,307	2,659	86.76%	33.89%	-0.39054	
ne 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	7	34,608	0.02%	0.18%						-2.
ine 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,015	0.01%	0.08%						-2.
ine 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	8	34,680	0.02%							
une 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,015	0.01%							
ine 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	5	1	5.00	0.00						
ine 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	25	1	25.00							
ine 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1,106	26	42.54	39.12						
ne 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	52	4	13.00	8.00	122	2	61.00	24.04	-2.305402	
ne 2016	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	59,119	374	158.07	203.78	-0.774667	-1.4
ine 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ine 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	21	26	80.77%	39.41%						
ine 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	2	2	100.00%	0.00%		
une 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	138	374	36.90%	48.25%	-0.763666	-1.4
ine 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	1,325	1,329	99.70%	5.48%	-0.054924	-1.0
ine 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
une 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	6	6	100.00%	0.00%		
une 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	199	214	92.99%							
une 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	46	47	97.87%	14.43%	1	2	50.00%	50.00%	-1.326113	-1.8
ine 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	80	92	86.96%							
ine 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
ine 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	1	1	100.00%	0.00%		
ne 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	11	14	78.57%							
ine 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	8	9	88.89%	31.43%						
ne 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	8	9	88.89%							
ne 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
ne 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	582	195	2.98							
ne 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	222	39	5.69							
ne 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	474	100	4.74							
ne 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	35	7	5.00							
ne 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	13	4	3.25							
ne 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	49	9	5.44							
ne 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	42	9	4.67							
ne 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	7	7	100.00%	0.00%		
ne 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,357	3,632	92.43%	26.45%	-0.286174	-1
ne 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	235	238	98.74%	11.16%	4	4	100.00%	0.00%	-1.654911	-2
ne 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	58	61	95.08%	21.62%	2	2	100.00%	0.00%	-1.318298	-1
ne 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	106	110	96.36%	18.72%	2,663	2,820	94.43%	22.93%	-0.866534	-1
ne 2016	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	1	1	100.00%							
ne 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,870	5,871	99.98%							
ne 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6593.28	19,392	0.34							
ne 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15621.10	12,910	1.21							
ne 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22214.38	19,392	1.15							
ne 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3135.35	4,295	0.73							
ne 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3601.79	4,295	0.84							
ne 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	748.86	1,783	0.42							
ine 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1313.96	1,228	1.07							
ine 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2062.82	1,783	1.16							
ine 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3190.32	3,798	0.84							
ne 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8066.60	3.805	2.12							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CI	EC Standard Deviation C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8027.76	7,719	1.04							
June 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6672.32	5,752	1.16							
June 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14700.08	7,719	1.90							
June 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2298.24	1,026	2.24							
June 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	658.90	1,198	0.55							
June 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2957.14	1,026	2.88							
June 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3543.05	6,685	0.53							
June 2016 June 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	7339.92	13,107 6.685	0.56							
June 2016 June 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic Diagnostic	N/A N/A	258.00	1.075	0.24							
June 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	785.97	1,075	0.24							
June 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1256.96	982	1.28							
June 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2300.93	1,917	1.20							
June 2016	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2349.40	3,455	0.68							
June 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49617.00	2.682	18.50							
June 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51966.40	3,455	15.04							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8349.54	4,489	1.86							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7779.07	4,603	1.69							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67803.20	6,835	9.92							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26258.49	6,297	4.17							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	47863.92	3.588	13.34							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3858.20	764	5.05							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15693.30	4,982	3.15							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3789.60	3,158	1.20							
June 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5580.51	1,599	3.49							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,492	3,050	81.70%							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	25	64	39.06%							
June 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	539	668	80.69%							
June 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,492	2,500	99.68%							
June 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	25	25	100.00%							
June 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	539	541	99.63%							
June 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	66:11	2	33:05							
June 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	267:01	151	1:46							
June 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	12	12	100.00%							
June 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	501	501	100.00%							
June 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,297	2,297	100.00%							
June 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	7	7	100.00%							
June 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	225	233	96.57%							
June 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	515	516	99.81%							
June 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
June 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	60	60	100.00%							
June 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	46	86	53.49%	49.88%	4	66	6.06%	23.86%	-12.146472	-8.38453
May 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,617	1,618	99.94%							
May 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,393,265	1,393,406	99.99%							
May 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	13,618	13,618	100.00%							
May 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,280	4,282	99.95%	2.16%	57,871	58,460	98.99%	9.99%	-6.076954	-4.69452
May 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	13,618	13,618	100.00%							
May 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,083,576	3,933,065	1.04							
May 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	6227.13	42,786	0.15							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML FBTA	Diagnostic	N/A	30,060	30,060	100.00%							
May 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	Lonn	Diagnostic	N/A	42,900	42,900	100.00%							
May 2016 May 2016	Electronic Gateway Availability Electronic Gateway Availability	GA-3 GA-4	Gateway Availability - Repair System Availability - ASR	RepairGUI EXACT	Diagnostic Diagnostic	N/A N/A	41,820 21,960	41,820 21,960	100.00%							
May 2016 May 2016	Electronic Gateway Availability Electronic Gateway Availability	GA-4 GA-7	System Availability - ASR Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A N/A	21,960	21,960	100.00%							
May 2016 May 2016	Maintenance and Repair	GA-7 MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	ALL Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	0	13	61.54%	48.65%	20	23	86.96%	33.68%	1.334524	-0.18866
May 2016 May 2016	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	0	13	0.00%	48.65%	20	23	80.90%	33.08%	1.334524	-0.18866
May 2016 May 2016	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	Diagnostic	N/A N/A	3	1	50.00%	0.00%						
May 2016 May 2016	Maintenance and Repair Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1 All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	20	29	68.97%							
May 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	20	46	47.83%	49.95%	19	22	86.36%	34.32%	2.872058	0.74608
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/14 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	40	83.33%	49.93%	19	12		47.14%	-0.707107	
May 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	10	12		47.14%	0.101107	
May 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	7	14	50.00%	50.00%	348	553	62.93%	48.30%	0.717299	-0.56391
May 2016	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%	2,129	3,791	56.16%	49.62%	0.154634	-0.90598
May 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	4:27	1	4:27	0:00	74511:40	2,463		40:06	-0.643411	-1.39116
May 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	65:40	1	65:40	0:00	26514:14	692		33:18		
May 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	44:12	13	3:24	2:11	47:25	17		1:40	0.830953	
May 2016	Maintenance and Repair	MR+6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	20:30	.0	20:30	0:00				1.40		
May 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	55:06	6	9:11	9:18						
May 2016	Maintenance and Repair	MR+6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	124:08	29	4:17	2:34						
May 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	194:58	46	4:14	3:07	43:27	16	2:43	1:46	1.959964	0.1915
May 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	752:32	63	11:57	18:56	86876:48	3,026	28:43	37:28	-3.514957	-3.1369
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	18:41	6	3:07	1:32	46:28	10	4:39	4:11	-0.710279	-1.4318
May 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:31	3	2:10	2:02	52:46	11	4:48	4:00		-1.613

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator C1	L-Q Denominator	CTL-Q Result CT	L-Q Standard Deviation N	Addified Z Score	Parity Score
May 2016	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	268	2,592	10.34%	30.45%	-0.33952	-1.206414
May 2016	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	1	5	20.00%	40.00%	-0.456435	-1.277493
May 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	13	15.38%	36.08%	2	24	8.33%	27.64%	0.149158	-0.909319
May 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
May 2016 May 2016	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 Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	2	6	33.33%	47.14%						
May 2016 May 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	Ű	47	17.02%	37.58%	2	24	8.33%	27.64%	0.612796	-0.627447
May 2016 May 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A N/A	8	47	6.35%	24.38%	338	3.284	8.33%	27.64%	-1.020264	-0.627447
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	6	33.33%	47.14%	5	15	33.33%	47.14%	-1.020204	-1.020270
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	5	15	33.33%	47.14%	-1.118034	-1.679716
May 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	73	782	9.34%	29.09%	-0.554712	-1.337241
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	19	1,637	1.16%	10.71%	35	2,683	1.30%	11.35%	-0.404232	-1.245756
May 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	75,914	0.00%	0.36%	0	59,590	0.00%			
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	62	1.61%	12.60%	3,401	351,415	0.97%	9.79%	0.118394	-0.928022
May 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	204	0.49%	6.98%	39	3,050	1.28%	11.24%	-0.970434	-1.589982
May 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	2,676	0.22%	4.73%	0	1,030	0.00%			
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29	15,773	0.18%	4.28%	0	1,031	0.00%			
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	49	5,124	0.96%	9.73%	37	2,711	1.36%	11.60%	-1.482577	-1.901343
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	25	0.00%		39	3,046	1.28%	11.24%	-0.567101	-1.344773
May 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	66	26,259	0.25%	5.01%	4,066	518,626	0.78%	8.82%	-9.54795	-6.804742
May 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,205	2,592	85.07%	35.64%	-0.418859	-1.254648
May 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	10	34,776	0.03%	0.30%						-2.915797
May 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,567	0.01%	0.05%						-2.98461
May 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	10	34,776	0.03%							
May 2016 May 2016	Network Performance	NI-1D OP-15A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A N/A	2	13,615	0.01%							
May 2016 May 2016	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	Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Parity	N/A N/A	722	23	98.50 31.39	37.52						
May 2016 May 2016		OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	722	23	19.00	0.00	62,601	475	131.79	177.10	-1.268404	-1.771135
May 2016 May 2016	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Pending Orders Delayed Past Due Date Pending Orders Delayed for Facilities	Unbundled Loop Analog Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	19	4	19.00 82.61%	37.90%	62,601	4/5	131.79	177.10	-1.268404	-1.771135
May 2016 May 2016	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop Analog	Parity	N/A N/A	19	23	0.00%	0.00%	166	475	34.95%	47.68%	-1.459768	-1.887476
May 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	4	66.67%	0.00%	100	475	34.93 %	47.00%	-1.439700	-1.00/4/0
May 2016	Ordering and Provisioning	OP-3B	Dispatches within MOAs Dispatches outside MSAs	Residence	Parity	N/A		1	100.00%	0.00%	273	281	97.15%	16.63%	-0.17088	-1.103888
May 2016	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%	0.0078	215	201	37.1370	10.0378	-0.17000	-1.103000
May 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	- 1	- 1	100.00%	0.00%	1,266	1,271	99.61%	6.26%	-0.06282	-1.038192
May 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%		.,	.,=				
May 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	11	11	100.00%	0.00%	3	3	100.00%	0.00%		
May 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	62	62	100.00%							
May 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	183	212	86.32%							
May 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	52	62	83.87%	36.78%	1	4	25.00%	43.30%	-2.635448	-2.602238
May 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	44	53	83.02%							
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	11	11	100.00%	0.00%	1	1	100.00%	0.00%		
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	15	15	100.00%							
May 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	18	21	85.71%							
May 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	8	3	2.67							
May 2016	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	7	1	7.00	0.00	850	223	3.81	5.12	1.589268	-0.033794
May 2016	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	7	2	3.50							
May 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	367	62	5.92							
May 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	582	184	3.16							
May 2016 May 2016	Ordering and Provisioning	OP-4D OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark Benchmark	5.50 6.00	258	54	4.78							
	Ordering and Provisioning	OP-4D OP-4E	Interval Zone 1 Areas	Unbundled Loop Analog			10	2								
May 2016 May 2016	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark Benchmark	6.00 6.00	10	4	5.00							
May 2016 May 2016	Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	42	1	3.00							
May 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	42	21	4.90							
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	23	23	100.00%	0.00%	5	5	100.00%	0.00%		
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	23	23	100.00%	0.00%	3,153	3.411	92.44%	26.44%	-0.404423	-1.245872
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	5	5	100.00%	0.00%	12	13	92.31%	26.65%	-0.548567	-1.333505
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	63	63	100.00%	0.00%	1	1	100.00%	0.00%		
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	242	247	97.98%	14.08%	1	1	100.00%	0.00%	-2.050429	-2.246572
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	66	68	97.06%	16.90%	12	13	92.31%	26.65%	-0.589025	-1.358101
May 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	75	77	97.40%	15.91%	2,469	2,612	94.53%	22.75%	-1.093883	-1.665033
May 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,000	4,001	99.98%							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6467.34	19,598	0.33							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15878.30	13,015	1.22							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22345.64	19,598	1.14							
May 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3260.25	4,347	0.75							
May 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3691.67	4,347	0.85							
May 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	740.46	1,806	0.41							
May 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1257.90	1,198	1.05							
May 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1998.36	1,806	1.11							
May 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3136.50	3,825	0.82							
May 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7568.40	3,710	2.04							
May 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10704.90	3,825	2.80							
May 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8076.60	7,692	1.05							

Month	PID Category	PID	PID Title	Product Category						EC Standard Deviation CT	L-Q Numerator	CTL-Q Denominator	CTL-Q Result CT	L-Q Standard Deviation	Modified Z Score	Parity Score
May 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6657.35	5,789	1.15							
May 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14733.95	7,692	1.92							
May 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2308.68	1,089	2.12							
May 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	629.10	1,165	0.54							
May 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2937.78	1,089	2.70							
May 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3631.50	6,725	0.54							
May 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7329.84	13,089	0.56							
May 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10961.34	6,725	1.63							
May 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT REQUEST	Diagnostic	N/A	223.02	1,062	0.21							
May 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)		Diagnostic	N/A	792.54		0.42							
May 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A N/A	1216.66 2232.22	958 1.887	1.27							
May 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic											
May 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2231.46	3,381	0.66							
May 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49381.20	2,610	18.92							
May 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51612.66	3,381	15.27							
May 2016	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A N/A	8567.10 7620.48	4,509	1.90							
May 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic			4,536	1.68							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66802.70	6,782	9.85							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26520.00	6,375	4.16							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46393.52	3,512	13.21							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3912.81	781	5.01							
May 2016	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15612.25	4,925	3.17							
May 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3764.40	3,137	1.20							
May 2016	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5565.12	1,581	3.52							
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,476	3,037	81.53%							
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	36	85	42.35%							
May 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	449	567	79.19%							
May 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,476	2,482	99.76%							
May 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	36	36	100.00%							
May 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	449	450	99.78%							
May 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	55:57	3	18:39							
May 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	223:09	179	1:15							
May 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	29	29	100.00%							
May 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	380	380	100.00%							
May 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,271	2,272	99.96%							
May 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	16	16	100.00%							
May 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	232	242	95.87%							
May 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	516	516	100.00%							
May 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	5	5	100.00%							
May 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	23	23	100.00%							
May 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	45	87	51.72%	49.97%	14	80	17.50%	38.00%	-5.814775	-4.53513
April 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,446	1,448	99.86%							
April 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,398,566	1,398,600	100.00%							
April 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	13,874	13,874	100.00%							
April 2016	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,964	2,974	99.66%	5.79%	59,900	60,527	98.96%	10.13%	-3.679086	-3.23672
April 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	13,874	13,874	100.00%							
April 2016	Collocation		Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	0	4	0.00%							
April 2016	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	4	4	100.00%							
April 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,748,347	3,614,490	1.04							
April 2016	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5752.94	34,960	0.16							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,956	29,340	98.69%							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,340	29,340	100.00%							
April 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,340	29,340	100.00%							
April 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	40,857	41,700	97.98%							
April 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	39,601	40,485	97.82%							
April 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
April 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	11	63.64%	48.10%	16	19	84.21%	36.46%	0.840359	-0.48909
April 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	9	11.11%							
April 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	21	32	65.63%							
April 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	14	23	60.87%	48.80%	17	21	80.95%	39.27%	1.128493	
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	18	24	75.00%	43.30%	0.714975	-0.5653
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
April 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	6	66.67%	47.14%	18	24	75.00%	43.30%	-0.049	-1.029
April 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	6	7	85.71%	34.99%	363	663	54.75%	49.77%	-1.637243	
April 2016	Maintenance and Repair		Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2,000	4,053	49.35%	50.00%	-0.016695	
April 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	74:19	1	74:19	0:00	108929:48	3,097	35:10	41:54	1.378659	-0.1618
April 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	67:39	11	6:09	8:23	38:14	14	2:44	2:27	1.589268	-0.0337
April 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	63:54	9	7:06	2:51	16:16	2	8:08	0:34	-2.336703	-2.4206
April 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	152:39	32	4:46	5:26	16:16	2	8:08	0:34	-8.156517	-5.958
April 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	90:29	23	3:56	3:29	64:22	16	4:01	5:52	-0.046587	-1.0283
April 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	838:39	61	13:45	25:36	112480:53	3,284	34:15	41:22	-3.836087	-3.3321
April 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23:34	6	3:56	1:40	131:55	17	7:46	18:20	-0.440227	-1.26763
491112010				T					0.00							
April 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:20	1	0:20	0:00						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2016	maintenance and reepair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:26	6	2:54	2:04	131:55	17	1.40	18:20	-0.557661	
April 2016		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	64:08	7	9:10	8:39	25976:02	725	35:50	34:28	-2.036761	-2.238263
April 2016		MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	3	4	75.00%	43.30%	-1.549193	
April 2016		MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	11	9.09%	28.75%	9	22		49.17%	-1.752491	-2.065439
April 2016		MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	9	0.00%	0.00%	0	2	0.00%	0.00%		
April 2016		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	32	3.13%	17.40%	0	2	0.00%	0.00%	-1.564726	-1.951286
April 2016		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	23	13.04%	33.68%	9	22		49.17%	-1.900498	-2.155421
April 2016		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	61	9.84%	29.78%	378	3,627	10.42%	30.55%	-0.14849	
April 2016		MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	7	24	29.17%	45.45%	-0.602516	-1.366304
April 2016		MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
April 2016		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
April 2016		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	/	24		45.45%	-0.602516	-1.366304
April 2016		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	75	767	9.78%	29.70%	-0.867069	
April 2016		MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	17		1.01%	10.00%	43	2,703	1.59%	12.51%	-1.492941	-1.907644
April 2016		MR-8 MR-8	Trouble Rate	LIS Trunk Residence	Parity	N/A N/A	1	76,442	0.00%	0.36%	3.583	59,806	0.01%	0.71%	-0.959048	-1.583059
April 2016 April 2016	······································	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity Parity	N/A N/A	0	205	0.00%	6.97%	3,583	354,787	1.50%	10.00%	-0.795246	-1.483475
April 2016 April 2016		MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A N/A	1	205	0.33%	5.72%	40	3,068	0.19%	4.35%	-1.153839	-0.465974
April 2016 April 2016		MR-8 MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	33		0.33%	4.56%	2	1,055	0.19%	4.35%	0.878395	
April 2016 April 2016		MR-8 MR-8	Trouble Rate		Parity	N/A N/A	29	5,142	0.21%	7.49%	45	2,727	1.65%	4.35%	-3.599159	-0.916327
April 2016 April 2016		MR-8 MR-8	Trouble Rate	Unbundled Loop - DS1 Capable Unbundled Loop - XDSLi	Parity	N/A N/A	29	26	0.00%	7.49%	45	3,065	1.65%	12.74%	-3.599159 -0.626758	-1.381042
April 2016 April 2016		MR-8	Trouble Rate			N/A N/A	68	26.604	0.26%	5.05%	40	523,656	0.84%	9.12%	-10.178319	
April 2016 April 2016		NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog	Parity	N/A N/A		26,604	0.26%	0.13%	4,394	523,656	0.84%	9.12%	-10.178319	-2.939833
April 2016 April 2016		NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk LIS Trunk	Parity Parity	N/A N/A	7	34,416	0.02%	0.13%						-2.939833
April 2016 April 2016		NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc will GSR excl Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk		N/A N/A	1	34,416		0.05%						-2.9848/5
April 2016 April 2016		NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk LIS Trunk	Diagnostic Diagnostic	N/A N/A	7	34,416	0.02%							
April 2016 April 2016		NI-1D OP-15A				N/A N/A	173	13,543	173.00							
April 2016 April 2016		OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling Unbundled Loop - 2 Wire Non-Loaded	Diagnostic Parity	N/A N/A	173	1	173.00	16.66						
April 2016 April 2016		OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	N/A N/A	472	3	3.33	2.89	36	0	18.00	24.04	-0.668279	-1.406285
April 2016 April 2016		OP-15A OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DST Capable Unbundled Loop Analog	Parity	N/A N/A	10	3	24.17	2.89	58.897	425	138.58	174.45	-0.668279	
April 2016		OP-15A OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	8	100.00%	0.00%	30,097	420	130.30	174.43	-1.595555	-1.909693
April 2016		OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A N/A	3	3	100.00%	0.00%	2	0	100.00%	0.00%		
April 2016		OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	5	6	83.33%	37.27%	184	425		49.55%	2.457263	0.49391
April 2016		OP-13B-KD OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	6	425	43.29%	49.55%	2.407203	0.49391
April 2016		OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	297	347	85.59%	0.0078	0	0	100.0078	0.0078		
April 2016		OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	50	64	78.13%	41.34%	2	4	75.00%	43.30%	-0.140028	-1.085131
April 2016		OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	79	82		41.3470	3	4	75.00%	43.30%	-0.140028	-1.003131
April 2016		OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	7	8	87.50%							
April 2016		OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	2	2	66.67%	47.14%	0	
April 2016			Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	29	29	100.00%	0.0078	2	5	00.07 /8	47.1470	0	
April 2016		OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	15	18	83.33%	37.27%	3	4	75.00%	43.30%	-0.348155	-1.211663
April 2016		OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	6		01.2170	0		10.0070	40.0070	0.010100	1.211000
April 2016		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	1.152	279	4.13							
April 2016		OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	300	57	5.26							
April 2016		OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	248	73	0.000							
April 2016		OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	20	4	5.00							
April 2016		OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	60	20	3.00							
April 2016		OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	103	18	5.72							
April 2016		OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	28	6	4.67							
April 2016		OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	10	10	100.00%	0.00%		
April 2016		OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	384	394	97.46%	15.73%	6	10	100.00%	0.00%	-1.072423	-1.651987
April 2016		OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	86	89		18.05%	8	8	100.00%	0.00%	-0.739633	
April 2016		OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	89			14.66%	2,422	2,571	94.20%	23.37%	-1.443456	
April 2016		OP-8B	Number Portability Timeliness with Loop Coord	I NP	Benchmark	95.00%	5	5	100.00%	14.0076	2,422	2,011	34.2078	20.0176	-1.443430	-1.077333
April 2016		OP-8C	Number Portability Timeliness with Loop Coord	INP	Benchmark	95.00%	3.682	3.691	99.76%							
April 2016			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6216.32	19.426	0.32							
April 2016			Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15578.40	12,982	1.20							
April 2016			Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	21794.72	12,962	1.12							
April 2016			Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3043.44	4.227	0.72							
April 2016			Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3510.60	4,227	0.83							
April 2016			Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	706.84	1,724	0.41							
April 2016			Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1283.66	1,724	1.06							
April 2016			Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1990.50	1,724	1.15							
April 2016			Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3183.05	3,835	0.83							
April 2016			Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8051.76	3,835	2.12							
April 2016			Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11234.81	3,835	2.12							
April 2016			Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	8041.28	7,732	1.04							
April 2016	÷		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6741.92	5,812	1.16							
April 2016 April 2016			Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A N/A	14783.20	7,732	1.16							
April 2016			Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2264.12	1.058	2.14							
April 2016			Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A N/A	649.23	1,030	0.57							
April 2016 April 2016			Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A	2913.35	1,139	2.75							
April 2016 April 2016			Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A N/A	3671.25	6,675	0.55							
April 2016			Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7478.97	13,121	0.55							
April 2016			Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11150.22	6.675	1.67							
April 2016 April 2016			Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A N/A	223.30	1.015	0.22							
APTIL 2010	i ie-Oruenny	- O- I-IIVIA GUI	i re-orodi response rimes (TN Reservation)	NOVER I	Diagnostic	DV/P5	223.30	1,015	0.22							

Month	PID Category	PID	PID Title	Product Category						EC Standard Deviation C1	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sc
pril 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	731.60	1,829	0.40							
pril 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1137.08	917	1.24							
pril 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2091.98	1,829	1.14							
oril 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2229.76	3,328	0.67							
oril 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49589.32	2,621	18.92							
oril 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51819.08	3,328	15.57							
oril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8401.91	4,493	1.87							
pril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7648.30	4,499	1.70							
pril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	66438.90	6,711	9.90							
pril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26959.80	6,419	4.20							
pril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46383.18	3.477	13.34							
pril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3848.10	762	5.05							
pril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15255.62	4.874	3.13							
pril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3568.32	3,186	1.12							
pril 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5520.36	1,542	3.58							
pril 2016	Pre-Ordering Pre-Ordering	PO-2A	All Electronic LSRs	I NP	Diagnostic	N/A	2.382	2.948	80.80%							
pril 2016	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	_,	2,940	42.00%							
							21									_
pril 2016	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	599	744	80.51%							
oril 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,382	2,395	99.46%							
oril 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	21	21	100.00%							
oril 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	599	603	99.34%							
oril 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	79:16	5	15:51							
oril 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	427:20	189	2:16							
oril 2016	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	20	20	100.00%							1
oril 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	544	544	100.00%							<u> </u>
oril 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2.208	2,210	99.91%							1
oril 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	9	2,210	100.00%							
oril 2016	Pre-Ordering Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	235	9 246	95.53%							
		(.)														
ril 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	514	514	100.00%							
ril 2016	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	9	9	100.00%							
ril 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	5	5	100.00%							
ril 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	34	34	100.00%							
ril 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	71	118	60.17%	48.95%	12	67	17.91%	38.34%	-7.204686	6 -5.38
ril 2016	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
rch 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,756	1,760	99.77%							
arch 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,453,610	1,453,610	100.00%							-
arch 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	13,839	13,839	100.00%							
arch 2016	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,007	3,050	98.59%	11.79%	58.015	58.776	98.71%	11.30%	0.5482	2 -0.66
arch 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	13.839	13.839	100.00%	11.1070	00,010	00,110	00.1170	11.00 /	0.010	. 0.000
arch 2016	Collocation	CP-2C		Recipiocal Compensation		N/A	13,039	13,039	100.00%							
			Collocations with Intervals Longer than 120 Days	All	Diagnostic		1	1								
arch 2016	Database Updates	DB-1B	7.01	LIDB	Diagnostic	N/A	2,905,313	2,774,316	1.05							_
arch 2016	Database Updates	00101	All	Directory Listing	Diagnostic	N/A	5683.57	38,734	0.15							
arch 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
arch 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
arch 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
rch 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
rch 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
rch 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
rch 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
rch 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	18	38.89%	48.75%	7	15	46.67%	49.89%	0.097813	3 -0.94
		MR-5A MR-5A					1	18			1	15	40.07%	49.09%	0.09761	5 -0.8
ch 2016	Maintenance and Repair	MR-5A MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1		Parity	N/A	1	1	100.00%	0.00%						
ch 2016	Maintenance and Repair	mit or t	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	0	50.00%							
rch 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	17	31	54.84%							
ch 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	36	58.33%	49.30%	8	18	44.44%	49.69%		
ch 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	16	22	72.73%	44.54%	14	17	82.35%	38.12%	0.313713	3 -0.8
ch 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
ch 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	3	66.67%							
ch 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8	10	80.00%	40.00%	14	17	82.35%	38.12%	-0.32798	8 -1.1
ch 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	7	42.86%	49.49%	430	791	54.36%	49.81%	0.234942	2 -0.8
ch 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	24:44	1	24:44	0:00	133759:16	3,384	39:32	36:12	-0.408568	8 -1.2
ch 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	2:50	4	2:50	0:00	42056:29	745	56:27	48:49		
ch 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	95:19	18	5:18	3:49	42050.29	12	4:45	2:46		
th 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	2:21	10	2:21	0:00	51.00	12		2.40	0.000403	-0
				UNBUNDLED LOOP - ADSL COMPATIBLE							05.00		05.00			
h 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 1		Parity	N/A	27:48	6	4:38	2:12	35:33	1	35:33	0:00		
ch 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	143:47	31	4:38	4:46	35:33	1	35:33	0:00		_
ch 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	185:23	36	5:09	4:48	69:33	15	4:38	2:30		
ch 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1130:10	90	12:33	14:18	153440:26	4,168	36:49			
ch 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	69:40	22	3:10	2:39	31:28	10	3:09	2:36	-0.00752	2 -1.0
ch 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	5:00	2	2:30	1:15						1
h 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7:50	3	2:37	1:53						-
:h 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	21:27	10	2:09	1:20	31:28	10	3:09	2:36	-0.860604	4 -1
ch 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	277:40	33	8:25	6:44	49189:43	922	53:21	47:44		
ch 2016 ch 2016	Maintenance and Repair	MR-0E MR-7A		Residence		N/A N/A	211.40	33	0.00%	0.00%	49189:43	3.582	12.06%	32.57%		
ch 2016	Maintenance and Repair	MR-7A MR-7B	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A N/A	0	1	0.00%	0.00%	432	3,582	9.42%	32.57%		
	maintenance and Repair		Repair Repeat Report Rate-Disp out MSA		Parity		0	1								
			Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	18	5.56%	22.91%	3	21	14.29%	34.99%	-0.776709	9 -1.4
arch 2016 arch 2016 arch 2016	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A		1	0.00%	0.00%			14.2070	34.3370	0.110100	čJ

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	6	16.67%	37.27%	0	1	1 0.00%	0.00%	-1.067571	-1.649037
March 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	31	9.68%	29.57%	0	1	1 0.00%	0.00%	-1.318011	-1.801294
March 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	36	27.78%	44.79%	3	3 21		34.99%	0.836999	
March 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	90	7.78%	26.78%	551	4,585	5 12.02%	32.52%	-1.224977	-1.744733
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4			38.57%	1	17	7 5.88%	23.53%	0.638042	-0.612098
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0		0.00%	0.00%						
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	1.0	20.00%	40.00%	1	17		23.53%	0.51704	
March 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	12			48.10%	88			28.71%	4.012585	
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	40		2.33%	15.08%	32			10.75%	3.504555	1.130618
March 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3		0.00%	0.62%	0					
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	63	3.17%	17.53%	4,579			11.23%	0.869037	-0.471663
March 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0		0.00%		38			11.00%	-1.551096	-1.942999
March 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	-,	0.21%	4.61%	1	1,071		3.05%	1.091658	-0.336319
March 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	34		0.21%		1	1,072		3.05%	1.256379	
March 2016	Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	46		0.89%	9.37%	35			11.19%	-1.450532	
March 2016	Maintenance and Repair	MR-8 MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0		0.00%		38			11.00%	-0.565577	
March 2016	Maintenance and Repair	MR-8 MR-9A	Trouble Rate	Unbundled Loop Analog	Parity	N/A N/A	123		0.46%	6.74%	5,556			10.20%	-9.346008	
March 2016	Maintenance and Repair		Repair Appointments Met-Disp w/I MSA	Residence	Parity		0	1	0.00%	0.00%	_,			38.26%	0.921701	
March 2016	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	666	5 775	5 85.94%	34.77%	-0.404293	
March 2016	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2		0.01%	0.05%			/			-2.982382
March 2016	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,519	0.00%	0.00%			/			-2.998828
March 2016	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2		0.01%				ļ			
March 2016	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	10,010	0.03%				ļ			
March 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	152		152.00				ļ			
March 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	699			17.00						1 000
March 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	14		2.33	1.51	297		4 74.25	84.62	-1.316591	-1.80043
March 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	82		11.71	7.85	56,471	392	2 144.06	172.53	-2.011645	-2.222994
March 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20		68.97%	46.26%				10.000		
March 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	4		66.67%	47.14%	3	4	4 75.00%	43.30%	-0.298142	
March 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	6	7	85.71%	34.99%	209	392	2 53.32%	49.89%	2.408916	0.464517
March 2016	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
March 2016	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	1,261	1,269	99.37%	7.91%	-0.079619	-1.048405
March 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	-	100.00%							
March 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	11		91.67%	27.64%	13	3 13	3 100.00%	0.00%	0.050154	-0.969509
March 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4		100.00%							
March 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	261						/			
March 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	39			33.99%						
March 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	77									
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	8		100.00%							
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	9		100.00%	0.00%	1	1	1 100.00%	0.00%		
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	36									
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	17		100.00%	0.00%	0	2	2 0.00%	0.00%		
March 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	8		100.00%				/			
March 2016	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Sub-Loop Unbundling	Benchmark	6.00	2		2.00							
March 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	9	~	4.50							
March 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	11		3.67							
March 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	627		3.15				/			
March 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	148		4.63							
March 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	306									
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	29		4.83							
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	102		3.00							
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	80						ļ			
March 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	34		4.25				/			
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	21		100.00%	0.00%	16		100.0070	0.00%		4 1000 11
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,134			27.92%	-0.305196	-1.185546
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2		100.0070	0.00%		
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6		100.00%	0.00%	5	5		0.00%		4 7000
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	351		97.77%	14.76%	5	5	5 100.00%	0.00%	-1.249606	-1.759707
March 2016	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	62			0.00%	2	-		0.00%	1.000	1 000
March 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	88		96.70%	17.86%	2,546	3 2,707	7 94.05%	23.65%	-1.051649	-1.639357
March 2016	Ordering and Provisioning	OP-8B OP-8C	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	6		100.00%				ļ			
March 2016	Ordering and Provisioning		Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,841		100.00%				ļ			
March 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6571.18		0.34				ļ			
March 2016	Pre-Ordering			RESPONSE	Diagnostic	N/A	15505.20		1.20				ļ			
March 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22076.38		1.14				ļ			
March 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic	N/A	3128.78	.,					ļ			
March 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3510.28		0.82				ļ			
March 2016	Pre-Ordering			REQUEST	Diagnostic	N/A	728.98		0.41			'	ļ			
March 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1344.60		1.08				/			
March 2016	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2073.58		1.17				Ļ			
March 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3369.54		0.89							
March 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	8183.70		2.10							
March 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11553.24		3.05							
	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8010.45	7,629	1.05							
March 2016 March 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6576.85	5,719	1.15							

March 2016 March 2016	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) 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 (Teservation) Pre-Order Response Times (Theservation) Pre-Order Response Times (Theservation) Pre-Order Response Times (Theservation)	TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	14587.30 2360.25 655.60 3015.85 3614.22	7,629 1,049 1,192 1,049	1.91 2.25 0.55							
March 2016 March 2016	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 PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	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 (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A	655.60 3015.85	1,192	0.55							
March 2016 March 2016	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 PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (IN Reservation) Pre-Order Response Times (IN Reservation)	TOTAL REQUEST RESPONSE TOTAL ACCEPT	Diagnostic Diagnostic Diagnostic	N/A N/A	3015.85									
March 2016 March 2016	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 PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST RESPONSE TOTAL ACCEPT	Diagnostic Diagnostic	N/A		1.049								
March 2016 March 2016	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 PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE TOTAL ACCEPT	Diagnostic		0044.00	.,	2.88							
March 2016 March 2016	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	TOTAL ACCEPT				6,693	0.54							
March 2016 March 2016	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)	ACCEPT	Diagnostia	N/A	7303.52	13,042	0.56							
March 2016 March 2016	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)		Diagnostic	N/A	10917.74	6,693	1.63							
March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016	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	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	230.34	1,047	0.22							
March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI			Diagnostic	N/A	768.80	1,922	0.40							
March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1047.96	852	1.23							
March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	the second se	TOTAL	Diagnostic	N/A	2047.10	1,922	1.07							
March 2016 March 2016 March 2016 March 2016 March 2016 March 2016 March 2016	Pre-Ordering Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2360.28	3,471	0.68							
March 2016 March 2016 March 2016 March 2016 March 2016 March 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	48861.27	2,573	18.99							
March 2016 March 2016 March 2016 March 2016 March 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51221.55	3,471	14.76							
March 2016 March 2016 March 2016 March 2016		PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8597.50	4,525	1.90							
March 2016 March 2016 March 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7770.96	4,518	1.72							
March 2016 March 2016		PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67674.24	6,822	9.92							
March 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26163.00	6,156	4.25							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	46934.31	3,379	13.89							
March 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3774.44	743	5.08							
	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15412.95	4,893	3.15							
March 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3931.20	3,276	1.20							
March 2016	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5301.12	1,506	3.52							
March 2016	Pre-Ordering		All Electronic LSRs	LNP	Diagnostic	N/A	2,833	3,389	83.59%							
March 2016	Pre-Ordering		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	50	112	44.64%							
March 2016	Pre-Ordering		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	618	800	77.25%							
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,833	2,844	99.61%							
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	50	50	100.00%							
March 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	618	622	99.36%							
March 2016	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	18:09	1	18:09							
March 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	365:57	158	2:19							
March 2016	Pre-Ordering	()	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	41	41	100.00%							
March 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	522	522	100.00%							
March 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,609	2,610	99.96%							
March 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	35	35	100.00%							
March 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	357	377	94.69%							
March 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	519	519	100.00%							
March 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	7	7	100.00%							
March 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
March 2016	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	74	112	66.07%	47.35%	10	85	11.76%	32.22%	-11.717292	-8.123608
February 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,473	1,475	99.86%							
February 2016	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,458,305	1,459,323	99.93%							
February 2016	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	16,080	16,080	100.00%							
February 2016	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,794	3,797	99.92%	2.81%	63,814	64,459	99.00%	9.95%	-5.544881	-4.371048
February 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	16,080	16,080	100.00%							
February 2016	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
February 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	2,876,270	2,676,972	1.07							
February 2016	Database Updates	00101	All	Directory Listing	Diagnostic	N/A	5330.11	37,929	0.14							
February 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	26,460	26,460	100.00%							
February 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,440	28,440	100.00%							
February 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	26,460	26,460	100.00%							
February 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	40,320	40,320	100.00%							
February 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	39,180	39,180	100.00%							
February 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,060	21,060	100.00%							
February 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	11	72.73%	44.54%	9	12	75.00%	43.30%	-0.344721	-1.209576
February 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	1	1	100.00%	0.00%		
February 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	7	28.57%							
February 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	16	28	57.14%							
February 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	35	54.29%	49.82%	10	14	71.43%	45.18%	0.776067	-0.528185
February 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	17	31	54.84%	49.77%	-1.02161	-1.621095
February 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
February 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	4	50.00%							
February 2016	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	8	87.50%	33.07%	17	28	60.71%	48.84%	-1.368085	-1.831737
February 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	4	0.00%	0.00%	334	784	42.60%	49.45%	1.228839	-0.252919
February 2016	Maintenance and Repair		Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	2	100.00%	0.00%	1,921	5,789	33.18%	47.09%	-2.006409	-2.21981
February 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	148:08	2	74:04	35:13	318865:13	3,926	81:13	141:51	-0.071289	-1.04334
February 2016	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	26:42	2	13:21	10:25	87022:54	1,019	85:24	109:56	-0.926027	-1.562985
February 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	27:38	11	2:31	2:09	42:40	9	4:44	5:02	-0.984909	-1.598782
February 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	9:52	7	1:25	0:44	2:06	1	2:06	0:00		
February 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	47:16	7	6:45	4:11	62:11	4	15:33	11:02	-1.27234	-1.773528
February 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	107:03	28	3:49	2:56	62:11	4	15:33	11:02	-1.988931	-2.209184
February 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	164:25	35	4:42	4:04	46:55	10	4:41	4:45	-0.047644	-1.028965
February 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	496:33	49	10:08	15:48	361274:28	4,696	76:56	143:37	-3.238982	-2.969161
February 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22:27	8	2:48	2:17	137:23	25	5:30	3:51	-1.722979	-2.047497
February 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	1:01	1	1:01	0:00		20		5.01		

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
February 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	31:33	4	7:53	7:05						
February 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	24:18	8	3:02	1:17	120:54			4:06		
February 2016	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	115:22	10		5:57	88182:35			108:53		
February 2016 February 2016	Maintenance and Repair Maintenance and Repair	MR-7A MR-7B	Repair Repeat Rprt Rate-Disp w/I MSA Repair Repeat Report Rate-Disp out MSA	Residence SUB-LOOP UNBUNDLING	Parity Parity	N/A N/A	0	2	0.00%	0.00%	500			32.45%		
February 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	1	11		28.75%	4	12	00.0070	47.14%	1.000110	
February 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	7	0.00%	0.00%	0		0.00%	0.00%		1.000200
February 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	7	14.29%	34.99%	- 1	4	25.00%	43.30%		1 -1.240004
February 2016		MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	28	0.00%	0.00%	1	4	25.00%	43.30%		
February 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	7	35	20.00%	40.00%	6	15	40.00%	48.99%	6 -1.322876	6 -1.804251
February 2016	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	1	49	2.04%	14.14%	615	5,158		32.41%		5 -2.291674
February 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	8		43.30%	7	31	22.58%	41.81%	-0.271665	5 -1.165161
February 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
February 2016	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	4	0.00%	0.00%			00.501/			1
February 2016 February 2016	Maintenance and Repair Maintenance and Repair	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	2	8	0.00%	0.00%	101	31		41.81%		
February 2016	Maintenance and Repair	MR-7E	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	19	1.724	1.10%	40.00%	43			12.39%		
February 2016	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	.0	78.074	0.01%	1.01%	10	60.934		0.41%		
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	63	3.17%	17.53%	5.292			12.00%		
February 2016	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	3	208	1.44%	11.92%	46	3,130	1.47%	12.03%		
February 2016	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	2,887	0.24%	4.92%	4	1,094	0.37%	6.04%	-0.574772	2 -1.349437
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	32	15,786	0.20%	4.50%	4	1,095	0.37%	6.03%	-0.862378	8 -1.524289
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	43	5,252	0.82%	9.01%	42			12.18%		
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	26			46			12.04%		
February 2016	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	59	27,262		4.65%	6,275			10.78%		
February 2016	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	3,181	4,180	76.10%	42.65%	6 1.578292	
February 2016		NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	22	35,016	0.06%	0.36%						-2.809657
February 2016		NI-1B NI-1C	Trunk Blockage to CTL-Q End Ofc wi TGSR excl Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk LIS Trunk	Parity	N/A	1	13,447 35.016	0.00%	0.03%						-2.98822
February 2016 February 2016	Network Performance	NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic Diagnostic	N/A N/A	22	35,016	0.06%							
February 2016		OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A N/A	2	13,447	2.00	0.00	46.662	430	108.52	148.55	5 -0.716195	5 -1.435416
February 2016		OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	252	3		0.00	40,002	. 430	100.32	140.33	-0.710133	-1.455410
February 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	407	38		9.91	0) 1	0.00	0.00	1	<u> </u>
February 2016	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	7	4	1.75	3.50	61,942	542	114.28	152.92	2 -1.466421	1 -1.891521
February 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	1	0.00%	0.00%	178	430	41.40%	49.25%	-0.83947	7 -1.510362
February 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	23	38	60.53%	48.88%	0	1	0.00%	0.00%	6	
February 2016	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	4	25.00%	43.30%	221	542	40.77%	49.14%	-0.639662	2 -1.388887
February 2016		OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	1,180	1,182	99.83%	4.11%	-0.041152	2 -1.025019
February 2016		OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	5	100.0070							
February 2016		OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	7	8		33.07%	11	11	100.00%	0.00%	6 0.199201	1 -0.878894
February 2016	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2								
February 2016		OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	248	283		0.5.0.54						
February 2016 February 2016	Ordering and Provisioning Ordering and Provisioning	OP-3D OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Benchmark	N/A 90.00%	51	55		25.97%	4	8	50.00%	50.00%	-2.25835	5 -2.372979
February 2016	Ordering and Provisioning Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	6								
February 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2		0.00%						
February 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	80	80	100.00%	0.0070						<u> </u>
February 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	21	30								
February 2016		OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3		0.00%	3	4	75.00%	43.30%	6 -0.755929	9 -1.459572
February 2016	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	9	10	90.00%							
February 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
February 2016		OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	664	201	3.30							
February 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	211	49	4.31							
February 2016	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	369	78								
February 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	47	5								
February 2016	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	506	80								
February 2016 February 2016	Ordering and Provisioning Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Benchmark Benchmark	6.00 5.50	304 16	37	8.22 5.33							
February 2016 February 2016	Ordering and Provisioning	OP-4E OP-4E	Interval Zone 2 Areas	Unbundled Loop - DST Capable Unbundled Loop Analog	Benchmark	6.00	41	3								
February 2016		OP-4E OP-5A	New Service Installation Quality	LIS Trunk	Parity	0.00 N/A	13	13		0.00%	11	11	100.00%	0.00%		
February 2016		OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	2.871			27.28%		7 -1.180446
February 2016		OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	83	84	98.81%	10.85%	2,071	1	100.00%	0.00%		
February 2016		OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	329	334		12.14%	1	1	100.00%	0.00%		
February 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	59			0.00%	11	12	91.67%	27.64%	-0.952119	9 -1.578847
February 2016	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	90	92		14.58%	2,356	2,511	93.83%	24.07%	-1.565369	
February 2016	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,785	3,786	99.97%							
February 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6738.90	19,254	0.35							
February 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15890.50	13,025	1.22							
February 2016	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22629.40	19,254	1.18						L	
February 2016	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3254.52	4,398	0.74						L	
	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3707.64	4,398	0.84							
February 2016			Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	813.56	1,892	0.43							
February 2016 February 2016				RESPONSE	Diagnostia	NI/A	1040 50	4 400	4.05							
February 2016 February 2016 February 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A N/A	1249.50	1,190	1.05							
February 2016 February 2016		PO-1-IMA GUI PO-1-IMA GUI		RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic	N/A N/A N/A	1249.50 2063.06 3240.75	1,190 1,892 3,725	1.05 1.09 0.87							

Month	PID Category	PID	PID Title	Product Category						C Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11379.48	3,725	3.05							
February 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8024.73	7,791	1.03							
February 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6721.04	5,794	1.16							
February 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14745.77	7,791	1.89							
February 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2268.84	1,022	2.22							
February 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	630.18	1,167	0.54							
February 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2899.02	1,022	2.84							
February 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3489.72	6,711	0.52							
February 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7757.40	12,929	0.60							
February 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11247.12	6,711	1.68							
February 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	201.20	1,006	0.20							
February 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	737.18	1,798	0.41							
February 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1112.50	890	1.25							
February 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2050.88	1,798	1.14							
February 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2547.30	3,639	0.70							
February 2016	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	51291.24	2,684	19.11							
February 2016	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	53838.54	3,639	14.79							
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8364.51	4,473	1.87							
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7468.20	4,610	1.62							
February 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67222.33	6,923	9.71							
February 2016	Pre-Ordering		Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26283.87	6,273	4.19							
February 2016	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	48639.22	3.682	13.21							
February 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
February 2016	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15656.04	4,986	3.14							1
February 2016	Pre-Ordering		Pre-Order Response Times (On Reservation XML)	XML Request/Response	Diagnostic	N/A	3532.10	3,211	1.10							
February 2016 February 2016	Pre-Ordering Pre-Ordering			XML Request/Response		N/A N/A	5557.56	1.597	3.48							
February 2016 February 2016	Pre-Ordering Pre-Ordering	PO-1-AML PO-2A	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	LNP	Diagnostic Diagnostic	N/A N/A	2.671	3.236	3.48							
		PO-2A PO-2A	All Electronic LSRs All Electronic LSRs			N/A N/A	2,671									
February 2016	Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A		82	39.02% 71.16%							
February 2016	Pre-Ordering			Unbundled Loop Aggregate	Diagnostic		523	735								
February 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,671	2,683	99.55%							
February 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	33	96.97%							
February 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	523	526	99.43%							
February 2016	Pre-Ordering		LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	113:28	6	18:55							
February 2016	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	1158:17	288	4:01							
February 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	26	26	100.00%							
February 2016	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	460	460	100.00%							
February 2016	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,466	2,466	100.00%							
February 2016	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	23	23	100.00%							
February 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	320	334	95.81%							
February 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	509	509	100.00%							
February 2016	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
February 2016	Pre-Ordering		FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	9	9	100.00%							
February 2016	Pre-Ordering		FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	56	56	100.00%							
February 2016	Pre-Ordering		Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	68	134	50.75%	49.99%	13	99	13.13%	33.77%	-8.403629	-6.10904
February 2016	Pre-Ordering		LIS Trunks	LIS Trunk	Parity	N/A	00	104	0.00%	0.00%	15	30	15.1576	33.117	-0.403023	-0.1030-
January 2016	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,702	1,704	99.88%	0.0078						
						N/A N/A	1,702	1,704	99.88%							
January 2016	Billing	BI-3A BI-3B	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A N/A	1,308,056	1,308,000								
January 2016	Billing		Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A N/A			100.00%	6.39%		60.899				
January 2016	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity		2,676	2,687		6.39%	60,260	60,899	98.95%	10.19%	-3.185777	-2.93681
January 2016	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	15,955	15,955	100.00%							
January 2016	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
January 2016	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							
January 2016	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,167,093	2,957,005	1.07							
January 2016	Database Updates		All	Directory Listing	Diagnostic	N/A	5530.01	35,486	0.16							
January 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
January 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
January 2016	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
January 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							1
January 2016	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							1
January 2016	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							1
January 2016	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								1
January 2016	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	16	50.00%	50.00%	14	24	58.33%	49.30%	0.196233	-0.88069
January 2016	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%		24	00.0070		0.100200	5.00002
January 2010 January 2016	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	14	42.86%	0.0070						
January 2016 January 2016	Maintenance and Repair		All Troubles Cleared w/14 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	20	29	68.97%							
January 2016 January 2016	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 - DS1 Capable	Parity	N/A N/A	20	62	45.16%	49.77%	14	24	58.33%	49.30%	0.855281	1 -0.48002
						N/A N/A				49.77%		24				
January 2016	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity		3	8	37.50%		12	24	50.00%	50.00%	0.198644	4 -0.87923
January 2016	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	2	3	66.67%	47.14%						
January 2016	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	13	25	52.00%	49.96%		
January 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	8	37.50%	48.41%	305	1,021	29.87%	45.77%	-0.469507	
January 2016	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	1,139	7,531	15.12%	35.83%	-2.368796	
January 2016	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	98:31	1	98:31	0:00	1108207:59	5,298	209:10	229:21	-0.482426	
January 2016	Maintenance and Repair		Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	17:51	1	17:51	0:00	136362:45	1,172	116:21	132:38	-0.742302	-1.4512
January 2016	Maintenance and Repair		Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	82:56	16	5:11	3:30	121:58	20	6:06	5:11	-0.525754	4 -1.31963
January 2016	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	12:44	1	12:44	0:00						
January 2016				UNBUNDLED LOOP - ADSL COMPATIBLE			119:25	14	8:32	11:19	1:00			0:41	1.580467	-0.03914

Worth PID Category January 2016 Maintenance and Repair		PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Or			Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	122:11	29	4:13	2:53	1:00	2	0:30	0:41	1.398377	
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Order	and Repair 1	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	355:29	62	5:44	4:02	116:20	18	6:28	5:21	-0.509114	-1.309519
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2	and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1122:53	81	13:52	15:27	1177667:14	6,277	187:37	222:07	-6.995614	-5.253031
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016	and Repair 1	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	39:39	8	4:57	4:33	86:47	20	4:20	2:40	0.442676	-0.730872
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016	and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	47:27	3	15:49	23:35						
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning Januar	and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:51	5	3:34	2:31	90:15	21	4:18	2:37	-0.559584	-1.340203
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning	and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	157:40	18	8:46	3:38	137876:04	1,201	114:48	132:15	-3.376593	-3.052823
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning	and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	777	5,543	14.02%	34.72%	-0.403733	-1.245452
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Prov	and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	9	22.22%	41.57%	-0.507093	-1.30829
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Prov	and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	16	12.50%	33.07%	1	27	3.70%	18.89%	0.501764	-0.694949
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering	and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Order	and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	14	0.00%	0.00%	0	2	0.00%	0.00%		
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering	and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	29	6.90%	25.34%	0	2	0.00%	0.00%	-1.141256	-1.693834
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2	and Repair /	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	12	62	19.35%	39.51%	1	27	3.70%	18.89%	1.670692	0.015709
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2	and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	81	8.64%	28.10%	923	6,738	13.70%	34.38%	-1.315676	-1.799874
January 2018 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2016	and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	7	25	28.00%	44.90%	-1.535221	-1.933348
January 2018 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioni	and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	3	0.00%	0.00%						
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisi	and Repair /	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	7	25	28.00%	44.90%	-0.363696	-1.221112
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2	and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	18	0.00%	0.00%	161	1,276	12.62%	33.20%	-1.600921	-1.973291
January 2018 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioni	and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	1,754	1.37%	11.62%	48	2,765	1.74%	13.06%	-0.922245	-1.560685
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and P	and Repair /	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	4	78,080	0.01%	0.72%	0	60,859	0.00%			
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2018 Network Performance January 2018 Network Performance January 2018 Network Performance January 2018 Ordering and Provisioning January 2016 Ordering and P	and Repair /	MR-8	Trouble Rate	Residence	Parity	N/A	1	65	1.54%	12.31%	6,796	366,186	1.86%	13.50%	-0.189606	-1.115272
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering an	and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	207	0.48%	6.93%	52	3,135	1.66%	12.77%	-1.282654	-1.779798
January 2016 Maintenance and Repair January 2016 Maintenance and Repair January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Order	and Repair /	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14	2,939	0.48%	6.89%	2	1,107	0.18%	4.25%	1.974422	0.200363
January 2016 Maintenance and Repair January 2016 Maintenance and Repair January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Order	and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29	15,806	0.18%	4.28%	2	1,108	0.18%	4.24%	0.022508	-0.986316
January 2016 Maintenance and Repair January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	67	5,343	1.25%	11.13%	49	2,792	1.76%	13.13%	-1.633977	-1.993387
January 2016 Maintenance and Repair January 2018 Network Performance January 2018 Network Performance January 2018 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016			Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	27	0.00%		52	3,133	1.66%	12.78%	-0.672163	
January 2016 Maintenance and Repair January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning Januar			Trouble Rate	Unbundled Loop Analog	Parity	N/A	99	27,589	0.36%	5.98%	8,014	539,421	1.49%	12.10%	-15.089813	-10.173955
January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning		MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	4,468	5,543	80.61%	39.54%	-0.490466	-1.298182
January 2016 Network Performance January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioni	ormance 1	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	16	35,568	0.04%	0.41%	7.11					-2.869089
January 2016 Network Performance January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	13,471	0.01%	0.11%						-2.963709
January 2016 Network Performance January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	16	35,568	0.04%							
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	13,471	0.01%							
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	204	2	102.00							
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	338	15	22.53	21.84						
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	9	.0	3.00	0.00	473	5	94.60	67.76	-1.850992	-2.125323
January 2018 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	81	5	16.20	9.55	57,217	518	110.46	148.54	-1.412119	-1.858507
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	14	15	93.33%	24.94%	57,217	516	110.46	140.34	-1.412119	-1.000007
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning <td< td=""><td></td><td></td><td>Pending Orders Delayed for Facilities</td><td>Unbundled Loop - DS1 Capable</td><td>Parity</td><td>N/A</td><td>3</td><td>3</td><td>100.00%</td><td>0.00%</td><td>4</td><td>5</td><td>80.00%</td><td>40.00%</td><td>3,719016</td><td>1.261001</td></td<>			Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	4	5	80.00%	40.00%	3,719016	1.261001
January 2018 Ordering and Provisioning January 2016 Ordering and Provisioning			Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	4	5	80.00%	40.00%	226	518	43.63%	49.59%	2.408916	0.464517
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning <td< td=""><td></td><td></td><td>Interval Zone 1 Areas</td><td>Enhanced Extended Loops - DS1 Capable</td><td>Benchmark</td><td>90.00%</td><td>4</td><td>4</td><td>75.00%</td><td>40.00%</td><td>220</td><td>516</td><td>43.03%</td><td>49.09%</td><td>2.400910</td><td>0.404517</td></td<>			Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	75.00%	40.00%	220	516	43.03%	49.09%	2.400910	0.404517
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning <td< td=""><td></td><td></td><td>Interval Zone 1 Areas</td><td>LIS Trunk</td><td>Parity</td><td>N/A</td><td>3</td><td>3</td><td></td><td>0.00%</td><td>3</td><td>3</td><td>100.00%</td><td>0.00%</td><td></td><td></td></td<>			Interval Zone 1 Areas	LIS Trunk	Parity	N/A	3	3		0.00%	3	3	100.00%	0.00%		
January 2018 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	0	2	0.00%	0.0078	5	5	100.0078	0.0078		
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	301	337	89.32%							
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning <td< td=""><td></td><td></td><td>Interval Zone 1 Areas</td><td>Unbundled Loop - 2 Wile Non-Loaded</td><td>Parity</td><td>90.00%</td><td>33</td><td>42</td><td>78.57%</td><td>41.03%</td><td>3</td><td>4</td><td>75.00%</td><td>43.30%</td><td>-0.157622</td><td>-1.095827</td></td<>			Interval Zone 1 Areas	Unbundled Loop - 2 Wile Non-Loaded	Parity	90.00%	33	42	78.57%	41.03%	3	4	75.00%	43.30%	-0.157622	-1.095827
January 2018 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	68	42	85.00%	41.0378	5	4	13.00%	40.0070	-0.137022	-1.033027
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning <td< td=""><td></td><td></td><td>Interval Zone 2 Areas</td><td>Enhanced Extended Loops - DS1 Capable</td><td>Benchmark</td><td>90.00%</td><td>00</td><td></td><td>100.00%</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>			Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	00		100.00%							
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning <td< td=""><td></td><td></td><td>Interval Zone 2 Areas</td><td>LIS Trunk</td><td>Parity</td><td>90.00% N/A</td><td>5</td><td>4</td><td>100.00%</td><td>0.00%</td><td></td><td></td><td></td><td></td><td></td><td></td></td<>			Interval Zone 2 Areas	LIS Trunk	Parity	90.00% N/A	5	4	100.00%	0.00%						
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	N/A 90.00%	4	4	62.50%	0.00%						
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning January 2018 Ordering and Provisioning January 2018 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity	90.00% N/A	20	32	100.00%	0.00%	5		100.00%	0.00%		
January 2016 Ordering and Provisioning			Interval Zone 2 Areas	Unbundled Loop - DST Capable	Benchmark	90.00%	3	5	100.00%	0.00%	5	5	100.00%	0.00%		
January 2016 Ordering and Provisioning								4								
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning January 2018 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	34		8.50							
January 2016 Ordering and Provisioning			Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	1,203	293	4.11							
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	323	41	7.88							
January 2016 Ordering and Provisioning			Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	348	78	4.46							
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	34	5	6.80							
January 2016 Ordering and Provisioning			Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	48	16	3.00							
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	11	3	3.67							
January 2016 Ordering and Provisioning			Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	20	4	5.00							
January 2016 Ordering and Provisioning			New Service Installation Quality	LIS Trunk	Parity	N/A	8	8	100.00%	0.00%	4	4	100.00%	0.00%		
January 2016 Ordering and Provisioning			New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	354	373		21.99%	2	2	100.00%	0.00%	-1.287874	-1.782972
January 2016 Ordering and Provisioning January 2016 Ordering and Provisioning			New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	51	52		13.73%	10	10	100.00%	0.00%	-0.989169	-1.601372
January 2016 Ordering and Provisioning			New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	83	86		18.35%	2,124	2,274	93.40%	24.82%	-1.139798	-1.692948
			Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	7	7	100.00%							
January 2016 Drc Ordering			Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	1,904	1,904	100.00%							
			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6445.56	19,532	0.33							
January 2016 Pre-Ordering	F	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15857.05	13,105	1.21							
January 2016 Pre-Ordering	F	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	22302.61	19,532	1.14							
January 2016 Pre-Ordering	F	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3234.00	4,312	0.75							
January 2016 Pre-Ordering			Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3664.65	4,312	0.85							
January 2016 Pre-Ordering	F	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	762.30	1,815	0.42							
January 2016 Pre-Ordering			Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1322.94	1,297	1.02							
January 2016 Pre-Ordering			Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2085.24	1,815	1.15							
January 2016 Pre-Ordering				REQUEST	Diagnostic	N/A	3126.66	3,813								
January 2016 Pre-Ordering	F	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)													

Month	PID Category	PID	PID Title	Product Category						EC Standard Deviation C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
anuary 2016	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	11095.74	3,813	2.91							
lanuary 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8474.40	7,704	1.10							
January 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
anuary 2016	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14960.40	7,704	1.94							
lanuary 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	REQUEST RESPONSE	Diagnostic	N/A N/A	2207.10	1,051	2.10							
anuary 2016	Pre-Ordering				Diagnostic		660.24									
January 2016	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2867.34	1,051	2.73							
January 2016	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3441.48 7741.98	6,748	0.51							
January 2016 January 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A N/A	11183.46	13,122	0.59							
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A N/A	284.18	1.093	0.26							
January 2016 January 2016	Pre-Ordering Pre-Ordering			REQUEST	Diagnostic Diagnostic	N/A N/A	284.18 792.80	1,093	0.26							
January 2016 January 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE		N/A N/A	1267.20	990	1.28							
					Diagnostic											
January 2016	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A N/A	2344.18	1,982	1.18							
January 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A N/A	2570.33 52619.68	3,521	0.73							
January 2016 January 2016	Pre-Ordering Pre-Ordering		Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic Diagnostic	N/A N/A	55190.01	3,521	15.67							
	*	PO-1-IMA GUI PO-1-XML				N/A N/A										
January 2016	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic		8006.44	4,498	1.78							
January 2016	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A N/A	7944.16 66891.35	4,592	1.73 9.85							
January 2016	Pre-Ordering		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic			6,791								
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26328.64	6,329	4.16							
January 2016	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A N/A	46562.79 3907.80	3,579	13.01 5.01							
January 2016	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic			780								
January 2016	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15620.16	4,912	3.18							l
January 2016	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3750.00	3,125	1.20							l
January 2016	Pre-Ordering Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5619.04	1,624	3.46 83.35%							
January 2016	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs	LNP Basela Assesses W/O LINE D DOTS	Diagnostic	N/A N/A	2,888									l
January 2016	Pre-Ordering Pre-Ordering	PO-2A PO-2A	All Electronic LSRs All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	27	67	40.30% 79.63%							<u> </u>
January 2016	Pre-Ordering Pre-Ordering			Unbundled Loop Aggregate	Diagnostic		602	756								
January 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A N/A	2,888	2,896	99.72% 90.00%							
January 2016	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic											
January 2016	Pre-Ordering Pre-Ordering	PO-2B PO-3C	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	602 208:21	604	99.67% 20:50							
January 2016	Pre-Ordering Pre-Ordering	PO-3C PO-3X	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A N/A	208:21 441:58	239	20:50							
January 2016			Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic			239								
January 2016	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	24		100.00%							
January 2016	Pre-Ordering	PO-5A-(b) PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark Benchmark	95.00% 95.00%	534 2.647	534	100.00%							
January 2016	Pre-Ordering	PO-5A-(c) PO-5B-(a)	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	LNP Resale Aggregate		95.00%	2,647	2,647	100.00%							
January 2016	Pre-Ordering			33 33	Benchmark											
January 2016	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	304	315	96.51%							
January 2016	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	506	506	100.00%							
January 2016	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
January 2016	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	9	9	100.00%							
January 2016	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00% N/A	24	24	100.00%	49.32%	11	82				-
January 2016 December 2015	Pre-Ordering Billing	PO-9B BI-2	Unbundled Loops Invoices Delivered within 10 Days	Unbundled Loops and Number Portability All	Parity Parity by Design	N/A N/A	51	122 1.654	41.80% 99.88%	49.32%	11	82	13.41%	34.08%	-5.833172	-4.5463
	9															
December 2015		BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,423,782	1,424,813	99.93%							
December 2015		BI-3B BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	16,375	16,375	100.00%	8.57%	59.016	59.728	98.81%	10.85%	-2.216742	-2.3476
December 2015		BI-4A BI-4B	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	2,951		99.26%	8.57%	59,016	59,728	98.81%	10.85%	-2.216/42	-2.3476
December 2015			Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	16,375	16,375								
	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	2	2	100.00%							l
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,250,795	3,117,693	1.04							
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	10955.88	38,931	0.28							
December 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
December 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
December 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	2	18	11.11%		-0.025069	-1.0152
December 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	6	33.33%							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	8	37.50%							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	39	51	76.47%	42.42%	3	19			-6.19155	
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	13	69.23%	46.15%	19	30			-0.368561	-1.2240
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%	19	30			-1.575183	
	Maintenance and Repair		Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	18	5.56%	22.91%	210	1,031		40.27%		
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	50:21	7	7:12	2:16	144:34	16				
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	1:33	1	1:33	0:00	3:40	2	1:50	1:53	-0.122688	-1.074
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	46:20	6	7:43	4:23						
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	57:47	8	7:13	7:00						
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	164:09	51	3:13	2:26	144:34	16	9:02		-5.941098	-4.611
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	888:48	50	17:47	21:13	665716:48	4,949	134:31	136:02	-6.037573	-4.6705
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	55:54	13	4:18	2:57	156:54	25	6:17		-0.827249	
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11:49	5	2:22	0:24	156:54	25	6:17	6:59	-1.143317	-1.6950
December 2015	Walliteriance and Kepali															

Month	PID Category	PID	PID Title	Product Category							CTL-Q Numerator C			TL-Q Standard Deviation		
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2			45.18%	7	20	35.00%	47.70%	-0.306906	-1.18658
	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0		0.00%	0.00%	0	2	0.00%	0.00%		
	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0		0.00%	0.00%						
	Maintenance and Repair Maintenance and Repair		Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A	0		0.00%	0.00%	7	20	35.00%	47.70%	-0.132443	-1.080
	Maintenance and Repair		Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity	N/A N/A	17	÷.	4.00%	47.14%	714	5.646	35.00%	33.24%	-0.132443	-1.080
	Maintenance and Repair	MR-7D MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	2			36.08%	5	30	12.65%	37.27%	-0.103602	-1.0629
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	5	30	16.67%	37.27%	-0.34296	-1.2085
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A		9	0.00%	0.00%	148	1,192	12.42%	32.98%	-1.1253	-1.6841
	Maintenance and Repair		Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	1.765	1.13%	10.58%	48	2.792	1.72%	13.00%	-1.482622	-1.901
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	78.684	0.00%	0.36%	2	61.675	0.00%	0.57%	-0.643886	-1.3914
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	65	0.00%		5,624	370,639	1.52%	12.22%	-1.000659	-1.6083
December 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0		0.00%		50	3,168	1.58%	12.46%	-1.761167	-2.0707
December 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	3,020	0.20%	4.45%	0	1,124	0.00%			
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	8	15,693	0.05%	2.26%	0	1,125	0.00%			
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	56	5,404	1.04%	10.13%	49	2,822	1.74%	13.06%	-2.307695	-2.4029
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	28	0.00%		50	3,166	1.58%	12.47%	-0.667349	-1.405
December 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	59	27,985	0.21%	4.59%	6,838	545,082	1.25%	11.13%	-15.298851	-10.3010
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	13	35,376	0.04%	0.26%						-2.8885
December 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	13,471	0.02%	0.17%						-2.9507
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	13		0.04%							
December 2015	Network Performance		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2		0.02%							
	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	164	2	82.00							
	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	210		19.09	11.61	2	1	2.00	0.00		
	Ordering and Provisioning		Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	11		11.00	0.00	441	7	63.00	59.40	-0.818846	-1.4978
	Ordering and Provisioning Ordering and Provisioning	OP-15A OP-15B-RD	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A N/A	9	-	3.00	0.00	68,777	546	125.97 100.00%	150.94	-1.407203	-1.8555
			Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity		8				1	1				
	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-15B-RD	Pending Orders Delayed for Facilities Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A N/A	1	1	100.00%	0.00%	227	546	57.14% 41.58%	49.49% 49.29%	3.719016 3.719016	1.2610
December 2015 December 2015	Ordering and Provisioning Ordering and Provisioning	OP-15B-RD OP-3D	Pending Orders Delayed for Facilities Interval Zone 1 Areas	Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Benchmark	N/A 90.00%	3	3	100.00%	0.00%	227	546	41.58%	49.29%	3.719016	1.2610
December 2015 December 2015	Ordering and Provisioning		Interval Zone 1 Areas	LIS Trunk	Parity	90.00%	13		61.90%	48.56%	2	2	100.00%	0.00%	0.592733	-0.6396
December 2015	Ordering and Provisioning	0. 01	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	13		100.00%	40.00%	3	3	100.00%	0.00%	0.392733	-0.0390
December 2015	Ordering and Provisioning	0.00	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	213	0	92.21%							
December 2015	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	40	48	83.33%	37.27%						
	Ordering and Provisioning		Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	73		93.59%	01.2170						
	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	10									
	Ordering and Provisioning		Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10		100.00%	0.00%	6	6	100.00%	0.00%		
December 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	8		100.00%							
December 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	8	10	80.00%	40.00%	0.831671	-0.4943
December 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	11	12								
December 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	34	9	3.78							
December 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	9	3	3.00							
December 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	520	165	3.15							
December 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	211	42	5.02							
December 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	299	79	3.78							
	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	70		5.83							
December 2015	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24		3.00							
	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	24		8.00							
	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	61		4.36							
	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	36	36	100.00%	0.00%	9	9	100.00%	0.00%		
December 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		
December 2015	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	267	270	98.89%	10.48%	2	2	100.00%	0.00%	-2.014521	-2.2247
December 2015	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	51	51	100.00%	0.00%	11	11	100.00%	0.00%		0.100
December 2015 December 2015	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop Analog	Parity Benchmark	N/A 95.00%	92	93	98.92% 99.84%	10.31%	2,421	2,571	94.17%	23.44%	-1.92355	-2.1694
December 2015 December 2015	Ordering and Provisioning Pre-Ordering		Number Portability Timeliness without Loop Coord Pre-Order Response Times (Address Validation)	LNP REQUEST	Benchmark Diagnostic	95.00% N/A	2,469 6495.02	2,473	99.84% 0.34							
December 2015 December 2015			Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A N/A	15571.20		0.34							
December 2015 December 2015			Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A N/A	22066.22	12,976	1.20							
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt, Scheduler)	REQUEST	Diagnostic	N/A N/A	3034.80	4,215	0.72							
December 2015	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Appl. Scheduler)	TOTAL	Diagnostic	N/A	3462.92		0.72							
December 2015	Pre-Ordering		Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	701.51	1,711	0.41							
December 2015	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1367.30	1,210	1.13							
December 2015	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2068.81	1,210	1.21							
December 2015	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3229.53	3,891	0.83							
December 2015			Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7566.36	3,709	2.04							
December 2015			Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10795.89	3,891	2.77							
December 2015	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8081.85	7,697	1.05							
December 2015			Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6893.64	5,892	1.17							
December 2015			Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14975.49	7,697	1.95							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2301.60	1,096	2.10							
December 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	663.16	1,124	0.59							
December 2015			Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2964.76	1,096	2.71							
December 2015			Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3675.10	6,682	0.55							
December 2015			Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7465.18	12,871	0.58							
December 2015			Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	11140.28	6,682	1.67							
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	222.18	1,058	0.21							

Month	PID Category	PID	PID Title	Product Category						CLEC Standard Deviation C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sc
December 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	795.48	1,894	0.42							
ecember 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1214.12	956	1.27							
ecember 2015			Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2231.78	1,894	1.18							
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2263.93	3,379	0.67							
ecember 2015			Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49147.09	2,599	18.91							
ecember 2015			Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	51411.02	3,379	15.21							
ecember 2015		PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8857.49	4,451	1.99							
December 2015		PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7576.27	4,483	1.69							
ecember 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67834.80	6,852	9.90							
ecember 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26211.68	6,182	4.24							
December 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	45113.46	3,227	13.98							
ecember 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3858.20	764	5.05							
ecember 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15150.72	4,856	3.12							
ecember 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3411.52	3,046	1.12							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5611.98	1,546	3.63							
ecember 2015		PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,771	3,343	82.89%							
ecember 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	48	125	38.40%							
ecember 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	499	622	80.23%							
ecember 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,771	2,779	99.71%							
ecember 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	48	48	100.00%							
ecember 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	499	499	100.00%							
ecember 2015		PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	55:11	4	13:48							
cember 2015		PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	565:24	219	2:35							
cember 2015		PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	41	41	100.00%							
	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	466	466	100.00%							
cember 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,575	2,575	100.00%							
cember 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	18	20	90.00%							
cember 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	242	262	92.37%							_
cember 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	550	550	100.00%							
cember 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
cember 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	20	20	100.00%							
cember 2015		PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	26	80	32.50%	46.84%	3	100	3.00%	6 17.06%	-11.528804	-8.0
ember 2015		PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	8	0.00%	0.00%	-					-
vember 2015		BI-2	Invoices Delivered within 10 Days	All		N/A	1,506	1,507	99.93%	0.0070						
vember 2015	9	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1.475.617	1.475.687	100.00%							
vember 2015	9	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	17.597	17.597	100.00%							
	9	BI-4A				N/A N/A	3.536	3.542	99.83%	4.11%	70.085	70.904	98.84%	6 10.69%	-5.357896	-4
vember 2015 vember 2015		BI-4A BI-4B	UNEs and Resale Aggregate Reciprocal Compensation (MOU):	UNEs and Resale Aggregate Reciprocal Compensation	Parity	N/A N/A	3,536	3,542	99.83%	4.11%	70,085	70,904	98.84%	10.09%	-0.307890	-4
		CP-2C			Diagnostic	N/A N/A	17,597	17,597	100.00%							
vember 2015		DB-1B	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A N/A	1	1								
vember 2015	Database Updates		All	LIDB	Diagnostic		3,666,637	3,533,912	1.04							_
vember 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	5556.06	37,524	0.15							_
vember 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
vember 2015	,	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
vember 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
vember 2015		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,380	40,380	100.00%							
	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,060	21,060	100.00%							
vember 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
vember 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13	20	65.00%	47.70%	14	24	58.33%	6 49.30%	-0.446632	-1.2
ember 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	7	57.14%							
ember 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	13	26	50.00%							
ember 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	33	61	54.10%	49.83%	13	24	54.17%	6 49.83%	-0.238413	-1.
ember 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	16	56.25%	49.61%	14	33	42.42%	6 49.42%	-0.918292	-1.
ember 2015		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	3	100.00%							_
ember 2015		MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	15	33	45.45%	6 49.79%	-2.069077	-2
ember 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	3	0.00%	0.00%	191	721	26.49%	6 44.13%	0.257491	-0.
ember 2015		MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	72:17	20	3:37	2:47	107:14	20				
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	30:44	7	4:23	2:13		20	0.22	1.22		
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	109:31	26	4:13	2:51					·	-
ember 2015		MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	382:55	20	6:17	7:54	118:22	21	5:38	8 4:26	0.329206	-0.
ember 2015		MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	748:38	59	12:41	10:46	385392:41	3.781	0.00			
ember 2015 ember 2015	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 N/A	93:16	59	12:41	6:57	385392:41	3,781				
ember 2015 ember 2015	Maintenance and Repair Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	93:16	16	5:50	0:23	186:48	27	0:55	7:24	-0.400512	-1.
muer 2015								3								-
and as easy		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11:47	4	2:57	0:38	182:19	27				
		MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	86:54	12	7:14	3:25	54093:03	921				
ember 2015		MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	20	10.00%	30.00%	4	25	16.00%	6 36.66%	-0.545545	-1.
ember 2015 ember 2015	Maintenance and Repair		Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	0.00%	0.00%						
ember 2015 ember 2015 ember 2015	Maintenance and Repair Maintenance and Repair	MR-7D			Parity	N/A	1	26	3.85%	19.23%						
ember 2015 ember 2015 ember 2015 ember 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded			9	61	14.75%	35.46%	4	25	16.00%	6 36.66%	-0.14311	
ember 2015 ember 2015 ember 2015 ember 2015 ember 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3									
ember 2015 ember 2015 ember 2015 ember 2015 ember 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D				N/A N/A	3	59	5.08%	21.97%	619	4,889				-2
vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity			59 16	5.08% 31.25%	21.97% 46.35%	619 7		12.66%	6 33.25%	-1.739566	
vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7D	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity	N/A	3					4,889	12.66%	6 33.25%	-1.739566	
wember 2015 wember 2015 wember 2015 wember 2015 wember 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7D MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity	N/A N/A	3	16	31.25%	46.35%		4,889	12.66% 20.59%	6 33.25% 6 40.43%	-1.739566 0.4845	-0.7
vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7D MR-7E MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity	N/A N/A N/A	3	16	31.25% 0.00%	46.35% 0.00%		4,889 34	12.66% 20.59% 20.59%	6 33.25% 6 40.43% 6 40.43%	-1.739566 0.4845 -0.328502	-0.1
vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015 vember 2015	Maintenance and Repair Maintenance and Repair	MR-7D MR-7D MR-7D MR-7E MR-7E MR-7E	Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity	N/A N/A N/A N/A	3	16 3 4	31.25% 0.00% 25.00%	46.35% 0.00% 43.30%	7	4,889 34 34	12.66% 20.59% 20.59% 11.64%	6 33.25% 6 40.43% 6 40.43% 6 32.07%	-1.739566 0.4845 -0.328502 -0.354802	-0. -1.

Month	PID Category	PID	PID Title	Product Category			CLEC Numerator			LEC Standard Deviation				L-Q Standard Deviation		
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	68	0.00%		5,021	374,643	1.34%	11.50%	-0.961017	-1.5842
ovember 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	207	0.00%		59	3,217	1.83%	13.42%	-1.906179	-2.158
vember 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	3,100	0.23%	4.75%	0	1,143	0.00%			
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29	15,637	0.19%	4.30%	0	1,144	0.00%			
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	65	5,463	1.19%	10.84%	57	2,863	1.99%	13.97%	-2.485609	-2.51
lovember 2015		MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	30	0.00%		59	3,215	1.84%	13.42%	-0.74542	-1.453
lovember 2015		MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	71	28,436	0.25%	4.99%	5,903	549,887	1.07%	10.31%	-13.144882	-8.99
lovember 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	58	35,112	0.16%	0.53%						-2.507
lovember 2015		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,327	0.01%	0.03%						-2.98
lovember 2015		NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	58	35,112	0.16%							
lovember 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,327	0.01%							
November 2015		OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	0	1	0.00	0.00						
November 2015		OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	150	3	50.00							
lovember 2015		OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	88	19	4.63	3.55						
lovember 2015		OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00	0.00	675	13	51.92	91.01	-0.997776	-1.60
lovember 2015		OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
lovember 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	19	68.42%	46.48%						
lovember 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	5	13	38.46%	48.65%	3.719016	1.26
lovember 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	1,690	1,796	94.10%	23.57%	-0.250374	-1.15
ovember 2015		OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	11	11	100.00%	0.00%	4	5	80.00%	40.00%	-0.927025	-1.56
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	179	196	91.33%						4	
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	31	31	100.00%	0.00%	2	4	50.00%	50.00%	-1.882248	-2.14
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	109	110	99.09%							
	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00% N/A	1	1	100.00%	0.00%						
lovember 2015			Interval Zone 2 Areas		Parity		3	3		0.00%	2	2	100.00%	0.00%		
lovember 2015		OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	25	25	100.00%							
lovember 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	15	15	100.00%							
ovember 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	9	1	9.00	0.00	7,806	1,388	5.62	6.07	0.86325	-0.47
lovember 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
ovember 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
ovember 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	410	146	2.81							
ovember 2015		OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	95	21	4.52							
ovember 2015		OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	475	107	4.44							
ovember 2015		OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
ovember 2015		OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	33	11	3.00							
lovember 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	73	15	4.87							
lovember 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	19	19	100.00%	0.00%	7	7	100.00%	0.00%		
lovember 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,119	3,382	92.22%	26.78%	-0.290339	-1.17
lovember 2015		OP-5A OP-5A	New Service Installation Quality New Service Installation Quality		Parity	N/A N/A	228	236	100.00% 96.61%	0.00%	2	2	100.00%	0.00%	-1.50444	-1.91
	Ordering and Provisioning		· · · · · · · · · · · · · · · · · · ·	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	228				2	2		0.00%	-1.50444	-1.91
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity			31	100.00%	0.00%		4	100.00%			1.10
	Ordering and Provisioning	OP-5A OP-8C	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	122 4,590	129 4.590	94.57% 100.00%	22.65%	2,451	2,605	94.09%	23.58%	-0.228156	-1.13
	Ordering and Provisioning		Number Portability Timeliness without Loop Coord		Benchmark	95.00%										
lovember 2015			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6368.64 15829.38	19,902	0.32							
lovember 2015			Pre-Order Response Times (Address Validation)		Diagnostic	N/A										
lovember 2015			Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt, Scheduler)	TOTAL	Diagnostic	N/A	22198.02 2934.40	19,902 4,192	1.12							
					Diagnostic	N/A										
lovember 2015			Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A N/A	3409.96	4,192	0.81							
ovember 2015	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic		713.60	1,784								
ovember 2015			Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1284.02	1,178	1.09							
ovember 2015	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	1997.62	1,784	1.12							
ovember 2015			Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3014.01	3,721	0.81							
	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7963.20	3,792	2.10							
	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10977.21	3,721	2.95							
	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8260.02	7,578	1.09							
ovember 2015			Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6180.16	5,518	1.12							
ovember 2015			Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14440.18	7,578	1.91							
ovember 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2507.92	1,081	2.32							
wember 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	621.04	1,109	0.56							
vember 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3128.96	1,081	2.89							
ovember 2015			Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3952.12	6,814	0.58							
	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	8112.00	13,520	0.60							
	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	12064.12	6,814	1.77							
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	204.20	1,021	0.20							
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	781.05	1,905	0.41							
	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1186.36	892	1.33							
ovember 2015			Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2171.61	1,905	1.14							
ovember 2015	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2433.88	3,428	0.71							
vember 2015	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	49592.32	2,672	18.56							
ovember 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	52026.20	3,428	15.18							
ovember 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8231.86	4,523	1.82							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	7665.30	4,509	1.70							
ovember 2015																
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	69023.36	6,958	9.92							

Month	PID Category	PID	PID Title	Product Category	Standard					EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Pari
ovember 2015		PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	41835.68	2,984	14.02							
ovember 2015		PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3775.04	752	5.02							
vember 2015		PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	16185.00	4,980	3.25							
ember 2015		PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3604.51	3,029	1.19							
ember 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6038.38	1,682	3.59							
ember 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,733	3,419	79.94%							
ember 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	55	187	29.41%							
ember 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	606	758	79.95%							
ember 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,733	2,786	98.10%							
mber 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	55	56	98.21%							
mber 2015		PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	606	609	99.51%							-
ember 2015		PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	106:46	5	21:21							-
mber 2015		PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	611:55	197	3:06							-
mber 2015		PO-5A-(a)				95.00%	43	43	100.00%							-
			FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark											-
mber 2015		PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	522	525	99.43%							-
nber 2015		PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,517	2,522	99.80%							_
nber 2015		PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%							
mber 2015		PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	251	265	94.72%							
mber 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	644	646	99.69%							
nber 2015	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
nber 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	100.00%							
ber 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	75	75	100.00%							T
ber 2015		PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	19	52	36.54%	48.15%	5	99	5.05%	6 21.90%	-8.395789	9
r 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,775	1,775	100.00%		-					÷
ar 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1.479.570	1.483.997	99.70%							÷
	Billing	BI-3A BI-3B				N/A N/A			100.00%							+
er 2015 er 2015		BI-3B BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A N/A	15,376	15,376 3.401	99.47%	7.26%	70.975	71.678	00.0001		-2.61077	7
	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity		0,000			7.26%	70,975	/1,678	99.02%	6 9.85%	-2.61077	1
er 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	15,376	15,376	100.00%					/	Ļ	-
er 2015	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	0	1	0.00%							
er 2015	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
er 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,890,030	4,670,222	1.05							
er 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	8003.82	59,688	0.13							
er 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
er 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
per 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
ber 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							-
ber 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							-
ber 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22.500	22.500	100.00%							-
ber 2015		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	22,500	22,500	100.00%							-
	Electronic Gateway Availability	MR-5A				N/A N/A	-	0	50.00%	50.00%			69.23%	6 46.15%	0.423642	
er 2015	Maintenance and Repair		All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity		4	8			9	13	69.23%	46.15%	0.423642	2
per 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%						
er 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	8	14	57.14%							
er 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	17	34	50.00%							
per 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	40	62	64.52%	47.85%	11	14				
er 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	9	88.89%	31.43%	19	25	76.00%	6 42.71%	-0.776345	5
oer 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
	Maintenance and Repair	MR-5B		Unbundled Loop - DS1 Capable	Parity	N/A			80.00%	40.00%	19	25	76.00%	6 42.71%	-0.19118	
per 2015		MIK-SB	All Troubles Cleared w/i 4 Hours-Zone 2				4	5							-0.19118	8
	Maintenance and Repair	MR-5B MR-5X	All Troubles Cleared w/i 4 Hours-Zone 2 Out of Service cleared w/i 24 hours	Business	Parity	N/A N/A	4	5	44.44%	49.69%	231	675				
er 2015	Maintenance and Repair Maintenance and Repair						-			49.69% 0.00%	231 1,274	675 4,346	34.22%	6 47.45%	-0.642091	1
er 2015 er 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours Out of Service cleared w/i 24 hours	Business SUB-LOOP UNBUNDLING	Parity Parity	N/A N/A	4		44.44% 0.00%	0.00%	1,274	4,346	34.22% 29.31%	6 47.45% 6 45.52%	-0.642091 -0.544422	1
er 2015 er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B	Out of Service cleared w/i 24 hours Out of Service cleared w/i 24 hours Mean Time to Restore disp out MSA	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING	Parity Parity Parity	N/A N/A N/A	4 0 67:31		44.44% 0.00% 67:31	0.00%	1,274 33407:46	4,346	34.22% 29.31% 45:38	6 47.45% 6 45.52% 8 60:59	-0.642091 -0.544422 0.693493	1 2 3
er 2015 er 2015 er 2015 er 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D	Out of Service cleared w/i 24 hours Out of Service cleared w/i 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity	N/A N/A N/A N/A	4 0 67:31 59:51	9 1 1 8	44.44% 0.00% 67:31 7:29	0.00%	1,274	4,346	34.22% 29.31% 45:38	6 47.45% 6 45.52% 8 60:59	-0.642091 -0.544422 0.693493	1 2 3
er 2015 er 2015 er 2015 er 2015 er 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk	Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10	9 1 1 8 2	44.44% 0.00% 67:31 7:29 19:05	0.00% 0:00 6:37 26:28	1,274 33407:46 38:58	4,346	34.22% 29.31% 45:38 3:33	6 47.45% 6 45.52% 3 60:59 3 3:38	-0.642091 -0.544422 0.693493 1.598193	1 2 3
er 2015 er 2015 er 2015 er 2015 er 2015 er 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56	9 1 1 8 2 14	44.44% 0.00% 67:31 7:29 19:05 5:30	0.00% 0:00 6:37 26:28 4:37	1,274 33407:46 38:58 4:34	4,346	34.22% 29.31% 45:38 3:33 4:34	6 47.45% 6 45.52% 8 60:59 3 3:38 4 0:00	-0.642091 -0.544422 0.693493 3 1.598193	1 2 3
er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unburdled Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14	9 1 1 8 2 14 34	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22	0.00% 0:00 6:37 26:28 4:37 8:00	1,274 33407:46 38:58 4:34 4:34	4,346 732 11 1	34.22% 29.31% 45:38 3:33 4:34 4:34	6 47.45% 6 45.52% 8 60.59 3 3:38 4 0:00 4 0:00	-0.642091 -0.544422 0.693493 1.598193	1 2 3 3
er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015	Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01	9 1 1 8 2 14 34 62	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15	0.00% 0:00 6:37 26:28 4:37 8:00 2:58	1,274 33407:46 38:58 4:34 4:34 34:53	4,346 732 11 1 1 1	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 3:10	6 47.45% 6 45.52% 8 60:59 3 3:38 4 0:00 4 0:00 0 3:27	-0.642091 -0.544422 0.693493 1.598193 0 0.742144	4
er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-65 MR-66 MR-6D MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14	9 1 1 8 2 14 34 62 70	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38	0.00% 0:00 6:37 26:28 4:37 8:00 2:58 6:14	1,274 33407:46 38:58 4:34 4:34 34:53 252522:29	4,346 732 11 1 1 1 1 1 1 3,518	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 3:10 71:47	6 47.45% 6 45.52% 8 60.59 3 3.338 4 0.000 4 0.020 7 60.19	-0.642091 -0.544422 0.693493 1.598193 0 0 0 0 0.742144 e -8.811214	1 2 3 3 4 4
eer 2015 eer 2015 eer 2015 eer 2015 eer 2015 eer 2015 eer 2015 eer 2015 eer 2015 eer 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01	9 1 1 8 2 14 34 62	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15	0.00% 0:00 6:37 26:28 4:37 8:00 2:58	1,274 33407:46 38:58 4:34 4:34 34:53	4,346 732 11 1 1 1	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 3:10 71:47	6 47.45% 6 45.52% 8 60.59 3 3.338 4 0.000 4 0.020 7 60.19	-0.642091 -0.544422 0.693493 1.598193 0 0 0 0 0.742144 e -8.811214	1 2 3 3 4 4
ber 2015 ber 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-65 MR-66 MR-6D MR-6D MR-6D MR-6D MR-6D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 1	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop Analog	Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	67:31 69:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03	9 1 1 8 2 14 34 62 70	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38	0.00% 0:00 6:37 26:28 4:37 8:00 2:58 6:14	1,274 33407:46 38:58 4:34 4:34 34:53 252522:29	4,346 732 11 1 1 1 1 1 1 3,518	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 3:10 71:47	6 47.45% 6 45.52% 8 60.59 3 3.338 4 0.000 4 0.020 7 60.19	-0.642091 -0.544422 0.693493 1.598193 0 0 0 0 0.742144 e -8.811214	1 2 3 3 4 4
eer 2015 eer 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-68 MR-60 MR-60 MR-60 MR-60 MR-60 MR-60 MR-60	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundied Loop - 2 Wire Non-Loaded Unbundied Loop - ADSL Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67.31 39:51 38:10 76:56 250:14 264:01 534:14 26:29	9 1 1 8 2 14 34 62 70 9	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57	0.00% 0:00 6:37 26:28 4:37 8:00 2:58 6:14 1:54	1,274 33407:46 38:58 4:34 4:34 34:53 252522:29	4,346 732 11 1 1 1 1 1 1 3,518	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 3:10 71:47 3:17	6 47.45% 6 445.52% 3 60.59 3 3.38 4 0.000 0 3.227 7 60:19 7 2.03	-0.642091 -0.544422 0.693493 1.598193 0 0.742144 9 -8.811214 9 -0.425285	1 2 3 3 4 4 5
er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enharced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Analog Enharced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	67:31 69:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03	9 1 1 8 2 14 34 62 70 9 9	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03	0.00% 0:00 6:37 26:28 4:37 8:00 2:58 6:14 1:54 0:00	1,274 33407:46 38:58 4:34 4:34 33:53 252522:29 72:21	4,346 732 11 1 1 1 1 1 1 3,518 22	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 71:47 3:10 71:47 3:17	6 47.45% 6 45.52% 3 60.59 3 3.38 4 0.000 4 0.000 3.227 7 60:19 7 2.03 0 2.02	-0.642091 -0.544422 0.693493 1.598193 -0.742144 -8.811214 -0.425285 -0.784141	1 2 3 3 4 4 5 1
eer 2015 eer 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore line yout MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03 12:41	9 1 1 8 2 14 34 62 70 9 1 5	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:00 2:32	0.00% 0.00 6:37 26:28 4:37 8:00 2:58 6:14 1:54 0.00 1:17	1,274 33407:46 38:58 4:34 4:34 34:53 252522:29 72:21 73:09	4,346 732 11 1 1 11 3,518 22 22	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 71:47 3:10 71:47 3:17	6 47.45% 6 45.52% 8 60.59 3 3.38 4 0.000 4 0.000 0 3.277 7 60.19 7 2.03 0 2.202 5 60.19	-0.642091 -0.544422 0.0693493 1.598193 	1 2 3 3 3 4 4 5 5 1 3
er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7B	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Analog SUB-LOOP UNBUNDLING	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03 12:41 136:27	9 1 1 8 2 14 34 62 70 9 1 5	44,44% 0.00% 67:31 7:22 19:05 5:30 7:22 4:15 7:38 2:57 4:00 2:32 9:45 0.00%	0.00% 0:00 6:37 26:28 4:37 8:00 2:58 6:14 1:54 0:00 1:17 7:17 7.17	1,274 33407:46 38:58 4:34 4:34 34:53 252522:29 72:21 73:09	4,346 732 11 1 1 1 1 1 1 3,518 22 22 778 8 8	34.22% 29.31% 45:38 3:33 4:34 4:34 3:10 71:47 3:17 3:20 44:15 12.50%	6 47.45% 6 45.52% 8 60.59 3 3.338 4 0.000 4 0.000 9 3.227 7 60.19 7 2.03 9 2.02 5 60.19 6 33.07%	-0.642091 -0.544422 0.693493 -1.598193 	1 2 3 3 3 4 4 5 1 3 8
er 2015 er 2015	Maintenance and Repair Maritenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6C MR-6E MR-6E MR-6E MR-6E	Out of Sarvice cleared wil 24 hours Out of Sarvice cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Disp out MSA	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - ADSL Capable Unbundled Loop Analog Enhanced Extended Loops - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03 12:41 136:27	9 1 1 8 2 14 34 62 70 9 1 5	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45	0.00% 0:00 6:37 26:28 4:37 8:00 2:58 6:14 1:54 0:00 1:17 7:17 7:17 0.00% 33.07%	1,274 33407:46 38:58 4:34 4:34 34:53 252522:29 72:21 73:09	4,346 732 11 1 1 11 3,518 22 22	34.22% 29.31% 45:38 3:33 4:34 4:34 3:10 71:47 3:17 3:20 44:15 12.50%	6 47.45% 6 45.52% 8 60.59 3 3.338 4 0.000 4 0.000 9 3.227 7 60.19 7 2.03 9 2.02 5 60.19 6 33.07%	-0.642091 -0.544422 0.693493 -1.598493 -0.742144 -8.811214 -0.425262 -0.742144 -0.425262 -0.782141 -0.782141 -2.121433 -0.356348	1 2 3 3 3 4 4 5 1 3 8
er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-65X MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7B MR-7D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore line vul Xone 1 Mean Time to Restore line vul Xone 2 Repair Report Rate-Disp vul MSA Repair Report Rate-Disp vul MSA Repair Report Rate-Zone 1 <td>Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Aalsg Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Lis Trunk</td> <td>Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity</td> <td>N/A N/A N/A</td> <td>4 0 67:31 59:51 38:10 76:56 250:14 26:29 4:03 12:41 136:27 0 136:27 0 1 0</td> <td>9 1 1 8 2 14 62 70 9 1 1 5 14 14 1 2</td> <td>44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:57 4:03 2:32 9:45 0.00%</td> <td>0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6:14 1.54 1.54 0.00 1.17 7.17 7.17 0.00% 3.3,07% 0.00%</td> <td>1,274 33407-46 38:58 4:34 4:34 34:53 225252:29 72:21 73:09 34424:59 1 2</td> <td>4,346 732 11 1 1 1 1 1 1 3,518 22 22 778 8 8</td> <td>34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 3:10 71:47 3:17 3:20 44:15 12.50% 13.33%</td> <td>6 47.45% 6 445.52% 8 60.59 3 3.38 4 0.000 4 0.000 0 3.277 6 0.19 7 2.03 5 60.19 6 33.07% 6 33.99%</td> <td>-0.642091 -0.544229 0.693493 -1.598193 </td> <td>1 2 3 3 3 4 4 5 1 3 8</td>	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Aalsg Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Lis Trunk	Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity Parity	N/A	4 0 67:31 59:51 38:10 76:56 250:14 26:29 4:03 12:41 136:27 0 136:27 0 1 0	9 1 1 8 2 14 62 70 9 1 1 5 14 14 1 2	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:57 4:03 2:32 9:45 0.00%	0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6:14 1.54 1.54 0.00 1.17 7.17 7.17 0.00% 3.3,07% 0.00%	1,274 33407-46 38:58 4:34 4:34 34:53 225252:29 72:21 73:09 34424:59 1 2	4,346 732 11 1 1 1 1 1 1 3,518 22 22 778 8 8	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 3:10 71:47 3:17 3:20 44:15 12.50% 13.33%	6 47.45% 6 445.52% 8 60.59 3 3.38 4 0.000 4 0.000 0 3.277 6 0.19 7 2.03 5 60.19 6 33.07% 6 33.99%	-0.642091 -0.544229 0.693493 -1.598193 	1 2 3 3 3 4 4 5 1 3 8
er 2015 er 201	Maintenance and Repair Maintenance and Repair	MR-5X MR-65X MR-60 MR-60 MR-60 MR-60 MR-60 MR-60 MR-66 MR-66 MR-66 MR-66 MR-78 MR-78 MR-70 MR-70 MR-70	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 S1 Capable Linbundled Loop - DS1 Capable Lis Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03 12:41 136:27 0 1 1 0 1 0 0	9 1 1 8 2 14 34 62 70 9 1 5 14 1 8 8 2 14	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.50% 0.00%	0.00% 0.00 6.37 28628 4.37 8.00 2.58 6.14 1.54 1.54 0.000 1.17 7.17 7.17 0.00% 3.0.0% 0.00%	1.274 33407.46 38.58 4.53 4.53 34.53 25552.29 72.21 73.09 34424.59 1 2 2 0 0 0	4,346 732 11 1 1 1 1 1 1 3,518 22 22 778 8 8	34.22% 29.31% 45:38 3:33 4:34 4:34 4:34 3:10 71:47 3:17 3:17 3:12 50% 13.33% 0.00%	6 47.45% 6 45.52% 3 60.59 3 3.38 4 0.000 4 0.000 4 0.000 7 2.03 7 60:19 7 2.03 7 60:19 5 6.33.97% 6 33.99% 6 0.00%	-0.642091 -0.544229 0.663493 1.598193 	1 2 3 3 4 4 4 5 5 8 8 5
er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-65 MR-60 MR-60 MR-60 MR-60 MR-60 MR-60 MR-66 MR-66 MR-66 MR-66 MR-66 MR-70 MR-70 MR-70 MR-70 MR-70	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore line vul WSA Mean Time to Restore line vul Zone 1 Mean Time to Restore line vul Zone 2 Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - ADSL Company Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - ADSL Company SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded	Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67.31 59:51 38:10 76:56 250:14 28:4:01 534:14 28:29 4:03 12:41 136:27 0 1 136:27 0 1 0 0 0 0 0 0	9 1 1 8 2 14 34 62 70 9 9 1 5 14 14 1 8 2 14 34	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.55% 0.00% 0.00% 5.88%	0.00% 0.00 6.37 26:28 4.37 8.00 2:58 6:14 1.54 0.00 1.17 7.17 7.17 7.17 0.00% 3.3.07% 0.00% 0.00% 0.00%	1,274 33407-46 38:58 4:34 4:34 4:34 34:53 252522:29 72:21 73:09 34424:59 1 2 2 2 0 0 0 0	4,346 732 11 1 1 1 1 1 1 1 1 1 3,518 22 22 778 8 8 15 1 5 1 1 1	34.22% (29.31%) (45:38) (3:33) (4:34) (4:34) (4:34) (7:147) (3:17) (3:20) (4:4:15) (12.50%) (13.33%) (0.00%) (0.00%)	6 47.45% 6 45.52% 3 60.59 3 3.38 4 0.000 4 0.000 4 0.000 7 2.03 7 60.19 7 2.03 0 2.02 5 60.19 5 60.33.07% 6 33.99% 6 0.00% 6 0.00%	-0.642091 -0.544229 0.6693493 1.598193 	1 2 3 3 3 3 3 4 4 4 5 1 1 3 8 5 5 2
er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7B MR-7D MR-7D MR-7D MR-7D MR-7D	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - AWIRe Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - SM Capable Unbundled Loop - SM Capable Unbundled Loop - ANSL COMPATIBLE UNBUNDLED LOOP - ANSL COMPATIBLE Unbundled Loop - 2 WIRe Non-Loaded Unbundled Loop - ASSL COMPATIBLE Unbundled Loop - 2 WIRE Non-Loaded Unbundled Loop - 2 SW Compatible COMPATIBLE Unbundled Loop - DS1 Capable	Parity Pa	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 26:29 4:03 12:41 136:27 0 1 1 16:27 0 0 1 1 0 0 0 2 13	9 1 1 8 2 14 34 62 70 9 1 1 5 14 1 8 2 14 4 34 62	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.55% 12.55% 0.00% 5.88% 20.97%	0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6.14 1.54 0.00 1.17 7.17 0.00% 3.07% 0.00% 0.00% 0.00% 4.0.71%	1.274 33407.46 3858 4:34 4:34 3453 255252.29 72:21 73:09 3442459 1 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 2 2	4,346 732 11 1 1 1 1 1 1 3,518 22 22 778 8 15 15 1 1 1 1 5	34.22% (22.31% (45.333) (45.333) (4.34) (4.33) (4.3	6 47,45% 6 45,52% 8 60,59 8 3,338 4 0,00 4 0,00 9 3,227 7 60,19 7 2,03 7 60,19 5 60,19 6 33,07% 6 33,07% 6 0,00% 6 0,00% 6 33,99%	- 0.642091 - 0.544422 0.6693493 1.598193 - 0.742144 - 8.811214 - 0.425285 - 0.7841141 - 0.785494 - 0.785495 - 0.785495 - 0.785495 - 0.785495 - 0.785495 - 0.55995 - 0.5595 - 0.59	1 2 3 3 3 3 4 4 4 4 5 5 1 3 3 8 5 5 2 1
er 2015 er 2015	Maintenance and Repair Maritenance and Repair Maintenance and Repair	MR-5X MR-65X MR-60 MR-60 MR-60 MR-60 MR-60 MR-60 MR-66 MR-66 MR-66 MR-66 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Stra Capable Unbundled Loop - S1 Capable Unbundled Loop - S1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity Parity	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03 12:41 138:27 0 1 1 0 0 0 2 2 13 2 3 2	9 1 1 8 2 14 34 62 70 9 1 5 5 14 4 8 2 14 4 34 62 2 70	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 9:45 0.00% 12:50% 0.00% 5.88% 20.97% 2.86%	0.00% 0.00 6.37 28628 4.37 8.00 2.58 6.14 1.54 1.54 0.000 1.17 7.17 7.17 0.00% 3.0.0% 0.00% 2.5.5% 0.00% 14.0.0% 2.5.5% 0.00%	1.274 33407.46 38.58 4.53 4.53 4.53 25522.29 72.21 73.39 34424.59 1 2 0 0 0 0 0 0 0 2 422	4,346 732 11 1 1 1 1 3,518 22 778 22 778 8 15 15 1 1 1 1 1 5 3,776	34.22% (29.31% (45.33 3.33 4.34 4.34 4.34 4.34 4.34 4.34	6 47.45% 6 45.52% 8 60.59 3 3.38 4 0.000 4 0.000 4 0.000 7 2.02 7 60:19 7 2.03 7 2.02 5 60:19 5 63.30% 6 33.99% 6 0.00% 6 33.99% 6 33.99% 6 33.99%	- 0.642091 - 0.544229 0.693493 1.598193 	1 2 3 3 3 4 4 4 5 5 1 3 8 5 5 2 1 1 1
ar 2015 ar 201	Maintenance and Repair Maintenance and Repair	MR-5X MR-65 MR-60 MR-60 MR-60 MR-60 MR-60 MR-60 MR-66 MR-66 MR-66 MR-66 MR-66 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore line vul WSA Mean Time to Restore line vul Xone 1 Mean Time to Restore line vul Zone 2 Mean Time to Restore Interval Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Re	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Asl ComPATIBLE Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Parity Pa	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67.31 59:51 38:10 76:56 250:14 28:4:01 534:14 28:29 4:03 12:41 136:27 0 1 1 2:41 136:27 0 1 0 0 0 0 2 1 3 1 0 0 2 4 3 4	9 1 1 8 2 14 34 62 70 9 1 1 5 14 1 8 2 14 4 34 62	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.55% 0.00% 5.88% 20.97% 2.86% 44.44%	0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6.14 1.54 0.00 1.17 7.17 7.17 7.17 7.17 0.00% 0.00% 0.00% 0.00% 0.00% 0.25.5% 40.71% 16.66% 48.69%	1.274 33407.46 3858 4:34 4:34 3453 255252.29 72:21 73:09 3442459 1 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 2 2	4,346 732 11 1 1 1 1 1 1 3,518 22 22 778 8 15 15 1 1 1 1 5	34.22% (29.31% (45.33 3.33 4.34 4.34 4.34 4.34 4.34 4.34	6 47.45% 6 45.52% 8 60.59 3 3.38 4 0.000 4 0.000 4 0.000 7 2.03 7 60:19 7 2.03 7 60:19 6 3.3.07% 6 3.3.99% 6 0.00% 6 3.3.99% 6 3.3.99%	- 0.642091 - 0.544229 0.693493 1.598193 	1 2 3 3 3 4 4 4 5 5 1 3 8 5 5 2 1 1 1
er 2015 er 2015	Maintenance and Repair Maritenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7B MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 1	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Stra Capable Unbundled Loop - S1 Capable Unbundled Loop - S1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity Parity	N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03 12:41 138:27 0 1 1 0 0 0 2 2 13 2 3 2	9 1 1 8 2 14 34 62 70 9 1 5 5 14 4 8 2 14 4 34 62 2 70	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.50% 12.50% 0.00% 5.88% 2.86% 2.86% 4.44% 0.00%	0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6.14 1.54 0.00 1.17 7.17 0.00% 3.07% 0.00% 23.53% 0.00% 23.53% 40.71% 16.66% 48.69% 0.00%	1.274 33407.46 38.58 4.53 4.53 4.53 25522.29 72.21 73.39 34424.59 1 2 0 0 0 0 0 0 0 2 422	4,346 732 11 1 1 1 1 3,518 22 778 22 778 8 15 15 1 1 1 1 1 5 3,776	34.22% (29.31% (45.33 3.33 4.34 4.34 4.34 4.34 4.34 4.34	4 47,45% 6 45,52% 8 60,59 3 3,38 4 0,00 4 0,00 4 0,00 7 60,19 7 2,03 7 60,19 5 60,19 6 33,07% 6 33,99% 6 0,00% 6 33,99% 6 33,39% 6 31,51% 6 39,41%	- 0.642091 - 0.544422 0.683493 1.598193 	1 2 3 3 3 4 4 4 5 5 1 3 8 5 5 2 1 1 1 1
er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-65 MR-60 MR-60 MR-60 MR-60 MR-60 MR-60 MR-66 MR-66 MR-66 MR-66 MR-66 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70 MR-70	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore line vul WSA Mean Time to Restore line vul Xone 1 Mean Time to Restore line vul Zone 2 Mean Time to Restore Interval Zone 1 Repair Repeat Report Rate-Zone 1 Repair Repeat Re	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - Analog SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - Asl ComPATIBLE Unbundled Loop - DS1 Capable Enhanced Extended Loops - DS1 Capable	Parity Pa	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67.31 59:51 38:10 76:56 250:14 28:4:01 534:14 28:29 4:03 12:41 136:27 0 1 1 2:41 136:27 0 1 0 0 0 0 2 1 3 1 0 0 2 4 3 4	9 1 1 8 2 14 34 62 70 9 1 1 4 14 1 8 2 14 14 13 8 2 14 34 62 70 9 9	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.55% 0.00% 5.88% 20.97% 2.86% 44.44%	0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6.14 1.54 0.00 1.17 7.17 7.17 7.17 7.17 0.00% 0.00% 0.00% 0.00% 0.00% 0.25.5% 40.71% 16.66% 48.69%	1.274 33407.46 38.58 4.53 4.53 4.53 25522.29 72.21 73.39 34424.59 1 2 0 0 0 0 0 0 0 2 422	4,346 732 11 1 1 1 1 3,518 22 778 22 778 8 15 15 1 1 1 1 1 5 3,776	34 22% (29.31% (45.33 3.33 4.34 4.34 4.34 3.10 771.47 3.20 4.415 12.50% (13.33% 0.00% 0.00% (11.18% (11.18% (19.23%)	4 47,45% 6 45,52% 8 60,59 3 3,38 4 0,00 4 0,00 4 0,00 7 60,19 7 2,03 0 2,02 5 60,19 6 33,07% 6 33,07% 6 33,09% 6 0,00% 6 33,99% 6 33,99% 6 31,51% 6 39,41%	- 0.642091 - 0.544422 0.683493 1.598193 	1 2 3 3 3 4 4 4 5 1 3 3 8 5 2 1 1 1 1
eer 2015 eer 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-7B MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2 Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 St Capable Unbundled Loop - 2 St Capable Unbundled Loop - SS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - SS1 Capable Unbundled Loop - SS1 Capable	Parity Pa	N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03 12:41 136:27 0 1 1 0 0 1 1 0 0 2 1 3 2 4 0 0 0 2 1 3 2 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9 1 1 8 2 14 34 62 70 9 1 5 5 14 1 8 2 1 1 8 2 1 4 34 62 70 9 9 1	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.50% 12.50% 0.00% 5.88% 2.86% 2.86% 4.44% 0.00%	0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6.14 1.54 0.00 1.17 7.17 0.00% 3.07% 0.00% 23.53% 0.00% 23.53% 40.71% 16.66% 48.69% 0.00%	1.274 33407.46 38.58 4.53 4.53 4.53 25522.29 72.21 73.39 34424.59 1 2 0 0 0 0 0 0 0 2 422	4,346 732 11 1 1 1 3,518 22 22 778 8 15 15 1 1 1 1 1 5 3,776 26	34 22% (22 31% (45 33 3 33 4 34 4 34 4 34 4 34 4 34 4 34	4 47.45% 6 45.52% 8 60.59 3 3.38 4 0.00 4 0.00 2 3.27 7 60:19 7 2.02 5 60:19 6 33.07% 5 0.00% 6 0.00% 6 33.99% 6 31.51% 6 39.41%	-0.642091 -0.544229 -0.693493 1.598193 	1 2 3 3 3 4 4 4 4 5 1 3 8 5 2 1 1 1 1 1 2 2
ber 2015 ber	Maintenance and Repair Maritenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7B MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7C	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 1 Repair Repeat Report Rate-Zone 1 Repair	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - DS1 Capable	Parity Pa	N/A	4 0 67:31 59:51 38:10 76:56 250:14 264:01 534:14 26:29 4:03 12:41 136:27 0 1 1 0 0 1 1 0 0 2 1 3 2 4 0 0 0 2 1 3 2 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9 1 1 8 2 14 34 62 70 9 1 1 5 14 14 34 62 62 70 9 1 1 4 34 5 70 9 9 1 1 5	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.50% 0.00% 5.88% 20.97% 2.88% 44.44% 0.00%	0.00% 0.000 6.37 28:28 4.37 8.00 2.58 6.14 1.154 0.000 1.17 7.17 7.17 0.00% 33.07% 0.00% 23.53% 40.71% 16.66% 49.69% 0.00%	1,274 33407-46 38:58 4:34 4:34 4:34 4:35 25252:29 72:21 73:09 34424:59 34424:59 0 0 0 0 0 0 2 2 2 5 5 5	4,346 732 111 11 11 11 11 11 3,518 22 778 8 8 15 15 15 11 1 1 15 3,776 26 26	34.22% (22.31% (45.32%) (45.33%) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (1.33%) (1.33%) (1.33%) (1.33%) (1.18%) (1.22%) (1.25%)	6 47.45% 6 45.52% 8 60.59 3 3.38 4 0.00 4 0.00 4 0.00 5 60.19 7 60.19 7 60.19 6 33.07% 6 33.99% 6 0.00% 6 33.99% 6 33.99% 6 33.99% 6 33.99% 6 33.99% 6 33.99% 6 33.99% 6 33.99% 6 33.99% 6 33.99% 6 39.941% 6 32.39%	-0.642091 -0.544422 0.6693493 1.598193 	1 2 3 3 4 4 4 5 1 3 8 8 5 2 1 1 1 1 2 2 2
ber 2015 ber 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6D MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-6E MR-70 MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7C MR-7E MR-7E	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore literay out MSA Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 1 Repair Repeat Report Rate-Disp out MSA Repair Repeat Report Rate-Zone 1 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repair Repeat Report Rate-Zone 2 Repa	Business SUB-LOOP UNBUNDLING SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - S3 Capable Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - 2 Wire Non-Loaded Unbundled Loop - S3 Capable Unbundled Loop - DS1 Capable Unbundled Loop - S3 Capable Enhanced Extended Loops - DS1 Capable Enhanced Extended Loops - DS1 Capable	Parity Pa	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	4 0 67.31 59:51 38:10 76:56 250:14 26:29 4:03 12:41 136:27 0 12:41 136:27 0 1 1 2:41 136:27 0 1 2 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9 1 1 8 2 14 34 62 70 9 1 5 5 14 8 2 1 4 34 62 2 14 34 62 2 70 9 9 1 1 5 5 14 4 62 14 14 5 14 14 15 15 14 14 14 14 15 14 14 14 14 14 15 14 14 14 14 14 14 14 15 14 14 14 15 14 14 14 14 14 14 14 14 14 14 15 14 14 14 14 14 15 14 14 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 14 15 15 14 14 15 15 14 14 14 15 15 14 14 14 15 15 14 14 15 15 14 14 14 15 15 14 14 15 15 14 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 15 14 14 15 15 14 14 15 15 15 14 14 15 15 14 15 15 14 14 15 15 15 14 14 15 15 14 14 15 15 15 14 14 15 15 14 14 15 15 14 14 15 15 14 14 15 15 15 15 15 15 15 15 15 15 15 15 15	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 0.00% 0.00% 5.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 20.97% 2.88% 2.00% 2.00% 2.00% 2.117	0.00% 0.00 6.37 26:28 4.37 8.00 2:58 6:14 1.54 1.54 1.54 0.00 1:17 7.17 0.00% 0.00% 0.00% 0.00% 14.66% 49.69% 0.00% 0.00% 0.00% 0.00% 0.00%	1,274 33407.46 3858 4.34 4.34 3453 22552229 7221 73309 3442459 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	4,346 732 11 1 1 1 1 1 1 3,518 22 27 778 8 8 5 1 1 1 1 1 5 3,776 26 226 226 831	34.22% (22.31% (45.32%) (45.33%) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (4.34) (1.33%) (1.33%) (1.33%) (1.33%) (1.18%) (1.22%) (1.25%)	4 47.45% 6 45.52% 8 60.59 3 3.38 4 0.00 4 0.00 2 2.27 7 60:19 7 2.203 2 2.02 5 60:19 6 3.30% 6 0.00% 6 3.39% 6 3.39% 6 3.39% 6 3.39% 6 3.39% 6 3.39% 6 3.39% 6 3.39% 6 3.39% 6 3.39% 6 3.41% 6 3.23% 6 3.23%	-0.642091 -0.544422 0.6693493 1.598193 	1 2 3 3 3 4 4 4 5 5 1 1 3 8 5 2 1 1 1 1 1 2 2 2
er 2015 er 2015	Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7B MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7E MR-7E MR-7E	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 1 Repair Report Report Rate-Zone 1 Repair Report Rate-Zone 2 Repair Report Rate-Zone 2 Repair Report Rate-Zone 2	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable Unbundled Loop - S1 Capable Unbundled Loop - Allong SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable Unbundled Loop - ASL Company SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable Unbundled Loop - ASL COMPATIBLE Unbundled Loop - ASL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity Pa	N/A N/A	4 0 67.31 59:51 38:10 76:56 250:14 26:29 4:03 12:41 136:27 0 12:41 136:27 0 1 1 2:41 136:27 0 1 2 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9 1 1 8 2 14 34 62 70 9 1 5 14 14 1 8 2 14 14 62 70 70 9 1 1 5 14	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 4:03 2:32 9:45 0.00% 12.50% 0.00% 12.50% 0.00% 5.88% 20.97% 2.86% 44.44% 0.00% 0.00% 7.14% 0.00%	0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6.14 1.54 0.00 1.154 0.00% 3.07% 0.00% 23.53% 40.71% 16.66% 49.69% 0.00% 0.00% 25.75% 0.00% 0.00%	1,274 33407.46 3858 4.34 4.34 3453 22552229 7221 73309 3442459 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	4,346 732 11 1 1 1 3,518 22 22 778 8 8 15 1 1 1 1 1 1 5 3,776 26 26 831 2,866	34 22% 29.31% 46.38 3.33 4.34 4.34 4.34 4.34 4.34 4.34 4.34 4.34 1.317 3.20 4.415 1.250% 1.3.33% 0.00% 0.00% 1.1.18% 1.9.23% 1.9.24% 1.9.25% 1.9.25% 1.9.25% 1.9.25% 1.9.25% 1.9.25% 1.9.25% 1	6 47,45% 6 45,52% 8 60,59 3 3,38 4 0,00 4 0,00 2 3,27 7 60:19 7 2,03 2 2,02 5 60:19 6 33,99% 6 0,00% 6 33,99% 6 33,99% 6 33,99% 6 33,99% 6 33,99% 6 33,99% 6 33,99% 6 33,99% 6 33,99% 6 33,99% 6 39,41% 6 39,41% 6 32,99% 6 11,44%	- 0.642091 - 0.544422 0.663493 1.598193 	1 2 3 3 3 3 3 4 4 4 5 5 1 3 8 8 5 5 2 1 1 1 1 2 2 4
ar 2015 ar 201	Maintenance and Repair Maintenance and Repair	MR-5X MR-5X MR-6B MR-6D MR-6D MR-6D MR-6D MR-6D MR-6E MR-6E MR-6E MR-7B MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7D MR-7C MR-7E MR-7E MR-7E MR-7E MR-7E MR-7E	Out of Service cleared wil 24 hours Out of Service cleared wil 24 hours Mean Time to Restore Interval Zone 1 Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 1 Repair Repeat Report Rate-Zone 2 Repair Rep	Business SUB-LOOP UNBUNDLING Enhanced Extended Loops - DS1 Capable LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - ADSL COMPATIBLE Unbundled Loop - DS1 Capable Unbundled Loop - DS1 Capable	Parity Pa	N/A N/A	4 0 67:31 59:51 38:10 76:56 250:14 26:29 4:03 12:41 138:27 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 1 8 2 14 34 62 70 9 1 5 14 34 62 70 9 1 1 34 62 70 9 1 1 5 14 1,816 5 14 1,816 5	44.44% 0.00% 67:31 7:29 19:05 5:30 7:22 4:15 7:38 2:57 2:57 4:03 2:32 9:45 0.00% 12.50% 0.00% 5.88% 44.44% 0.00% 7.14% 0.94% 0.94% 0.00%	0.00% 0.00 6.37 26:28 4.37 8.00 2.58 6.14 1.54 0.00 1.154 0.00% 3.07% 0.00% 23.53% 40.71% 16.66% 49.69% 0.00% 0.00% 25.75% 0.00% 0.00%	1,274 33407-46 38:58 4:34 4:34 4:34 4:34 34:53 252522:29 77:21 73:09 34424:59 1 2 2 73:09 34424:59 0 0 0 0 0 2 2 422 5 5 5 9 9 9 38 8 0 0	4,346 732 11 1 1 1 1 1 1 3,518 22 778 8 8 15 15 15 15 15 26 8 3,776 26 831 1 2,866 831 2,286 62,251	34 22% (22.31% (22.31%) (22.31	4 47,45% 6 45,52% 8 60,59 3 3,38 4 0,00 4 0,00 4 0,00 7 60,19 7 2,03 7 60,19 5 60,19 5 60,19 6 33,07% 6 33,07% 6 33,07% 6 33,09% 6 33,99% 6 39,41% 6 32,39% 6 39,41% 6 32,39% 6 11,44% 6 10,01%		1 2 3 3 3 4 4 4 5 5 1 1 3 3 8 5 5 2 1 1 1 1 2 2 4 8 8

October 2015 October 2015 October 2015 October 2015	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate						CLEC Result C							
October 2015	Maintenance and Repair			Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	35	15,641	0.22%	4.73%	1	1,230	0.08%	2.85%	1.687979	0.026219
		MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	67	5,553	1.21%	10.92%	39	2,896	1.35%	11.53%	-0.530399	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	30	0.00%		41	3,252	1.26%	11.16%	-0.616082	
	Maintenance and Repair	MR-8 NI-1A	Trouble Rate Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	Unbundled Loop Analog	Parity	N/A N/A	84	28,851	0.29%	5.39% 0.24%	4,607	555,211	0.83%	9.07%	-9.833194	-6.97815
October 2015 October 2015	Network Performance Network Performance	NI-1A NI-1B	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity Parity	N/A N/A	11	35,208 13.351	0.03%	0.24%						-2.908078
October 2015 October 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	35,208	0.01%	0.13%						-2.971795
October 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,351	0.03%							
October 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	93	3	31.00							
October 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delaved Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	2	1.50	0.71	6	1	6.00	0.00		
October 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	2	50.00%	50.00%	0	1	0.00%	0.00%		
October 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	2,250	2,355	95.54%	20.64%	-0.215979	-1.131306
October 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	1,601	1,604	99.81%	4.32%	-0.06118	-1.037195
October 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
October 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	8	8	100.00%	0.00%		
October 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	5	5	100.00%							
October 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	227	247	91.90%							
October 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	70	81	86.42%	34.26%	3	6	50.00%	50.00%	-1.721573	-2.046642
October 2015	Ordering and Provisioning	OP-3D OP-3E	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	91	92	98.91%							
October 2015	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	7	7	100.00%				100.000/			
October 2015 October 2015	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas	LIS Trunk UNBUNDLED LOOP - ADSL COMPATIBLE	Parity Benchmark	N/A 90.00%	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
October 2015 October 2015	Ordering and Provisioning Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	2	10	90.00%							
October 2015	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	90.00%	2	5	40.00%	48.99%	1	3	33.33%	47.14%	-0.193649	-1.11773
October 2015	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	9	11	40.00%	40.33%		3	33.3376	47.1470	-0.135049	-1.11/13
October 2015 October 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	90.00%	4	1	4.00	0.00	9.924	1.758	5.65	5.76	-0.285461	-1.173548
October 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	0	1	0.00	0.00	0,024	1,700	0.00	0.10	0.200401	1.110010
October 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	9	4	2.25							
October 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	548	181	3.03							
October 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	398	70	5.69							
October 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	335	76	4.41							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	19	4	4.75							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	49	9	5.44							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	26	5	5.20							
October 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	54	11	4.91							
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	12	12	100.00%	0.00%		
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	3	3	100.00%	0.00%	3,949	4,279	92.29%	26.68%	-0.50052	-1.304295
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	17	17	100.00%	0.00%	5	6	83.33%	37.27%	-0.941784	-1.572564
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	249	258	96.51%	18.35%	5	6	83.33%	37.27%	-0.856267	-1.520573
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	86	86	100.00%	0.00%	10	10	100.00%	0.00%		
October 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	92	103	89.32%	30.89%	3,120	3,336	93.53%	24.61%	1.441794	-0.123452
October 2015	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	17	17	100.00%							
October 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP REQUEST	Benchmark	95.00%	3,681 6261.44	3,681 18,416	100.00%							
October 2015 October 2015	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A N/A	6261.44 15497.68	18,416	0.34							
October 2015 October 2015	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A N/A	21759.12	12,808	1.21							
October 2015 October 2015	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic Diagnostic	N/A N/A	21759.12	3,992	0.69							
October 2015 October 2015	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler) Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	3173.91	3,992	0.80							
October 2015	Pre-Ordering		Pre-Order Response Times (Appl: Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	632.58	1,622	0.39							
October 2015	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	1383.88	1,193	1.16							
October 2015	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	2016.46	1,622	1.24							
October 2015	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3242.40	3.860	0.84							
October 2015	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	7278.21	3,621	2.01							
October 2015	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	10520.61	3,860	2.73							
October 2015	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8186.44	7,948	1.03							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	14672.44	7,948	1.85							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2018.04	1,004	2.01							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	594.54	1,101	0.54							
October 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2612.58	1,004	2.60							
October 2015	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	3330.30	6,530	0.51							
October 2015	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7104.78	12,042	0.59							
October 2015	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10435.08	6,530	1.60							
October 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	187.34	986	0.19							
October 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	753.54	1,983	0.38							
October 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1255.17	973	1.29							
October 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2196.05	1,983	1.11							
October 2015 October 2015	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A N/A	2083.25 49147.25	3,205 2.693	0.65							
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)		Diagnostic											
	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-XML	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A N/A	51230.50 8593.14	3,205	15.98 1.97							
October 2015		F U-1-AML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A N/A	8593.14 7344.96	4,362 4.372	1.97							
October 2015		PO-1-YMI	Pre-Order Response Times (Appt. Scheduler VMI.)	YML Request/Response												
October 2015 October 2015	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response XML Request/Response	Diagnostic				0.80							
October 2015		PO-1-XML PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML) Pre-Order Response Times (Facility Check XML) Pre-Order Response Times (Get CSR XML)	XML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic Diagnostic	N/A N/A	66510.25 27439.23	6,725	9.89							

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 S
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A N/A	3675.24	738	4.98						ļ/	
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A N/A	14058.98	4,702	2.99						ļ/	
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic		2927.26	2,987	0.98							
October 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs	XML Request/Response	Diagnostic	N/A N/A	5531.64	1,487 3.582	3.72 83.28%							
ctober 2015	Pre-Ordering	PO-2A PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A N/A	2,983	3,582	83.28% 41.25%							
	Pre-Ordering			Resale Aggregate W/O UNE-P-POTS	Diagnostic		66									
ctober 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	751	917	81.90%							
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,983	2,994	99.63%							
October 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	66	67	98.51%							
ctober 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	751	752	99.87%						ļ/	_
October 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	24:44	3	8:15						ļ/	
October 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	499:26	196	2:33							
October 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	30	30	100.00%							
ctober 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	665	665	100.00%						ļ/	
October 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,757	2,757	100.00%							
October 2015	Pre-Ordering	PO-5B-(a) PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	45		100.00%							
ctober 2015	Pre-Ordering	(.)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%		307	94.14%							
ctober 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	518	519	99.81%							
ctober 2015	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	4	4	100.00%						ļ/	
ctober 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	13	13	100.00%							
ctober 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	71	71	100.00%							
ctober 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	28	105	26.67%	44.22%	12	100	12.00%	6 32.50%	-3.230109	-2.9
		BI-2	Invoices Delivered within 10 Days	All	Parity by Design		1,563	1,564	99.94%						ļ/	
eptember 2015		BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,497,616	1,505,707	99.46%							
eptember 2015		BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	15,428	15,428	100.00%							
eptember 2015		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,674	3,676	99.95%	2.33%	68,416	69,002	99.15%	6 9.18%	-5.117206	6 -4
eptember 2015	÷	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	15,428	15,428	100.00%							
eptember 2015		CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	3	3	100.00%							
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,419,212	4,252,689	1.04							
eptember 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	6578.01	42,989	0.15							
eptember 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
eptember 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
eptember 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
eptember 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
eptember 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
eptember 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
eptember 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	16	62.50%	48.41%	14	17	82.35%	6 38.12%	0.887129	-0.4
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						<u> </u>
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	6	16.67%	0.0070						
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	23	40	57.50%							
	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29	47	61.70%	48.61%	17	20	85.00%	6 35.71%	1.626119	9 -0
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	6	83.33%	37.27%	19	28				
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A N/A	0	4	0.00%	31.2176	19	20	07.00%	40.70%	-0.730013	1.4
op	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	4	83.33%	37.27%	19	28	67.86%	6 46.70%	-0.736613	3 -1.4
4	Maintenance and Repair	MR-58 MR-5X		a construction of the sector o	Parity	N/A N/A	5	0	14.29%	34.99%	221	733				
			Out of Service cleared w/i 24 hours	Business			1	1								
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	1,218	4,748				
	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	14:54	1	14:54	0:00	54375:53					
1	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	85:48	16	5:22	5:05	31:57	10	3:12	2 1:35	1.365806	5 -0.
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	1:57	2	0:58	0:59					/	
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	80:16	6	13:23	17:57	10:12	1	10:12			
1	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	161:07	40	4:02	3:20	10:12	1	10:12			
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	236:31	47	5:02	5:08	37:46	12				
	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	497:36	40	12:26	14:03	294631:50	3,762				
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	18:32	6	3:05	2:17	106:34	23	4:38	8 6:09	-0.547932	2 -1.
eptember 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	31:10	4	7:48	0:29						
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	19:18	6	3:13	1:26	106:34				0.00000	
eptember 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	167:16	17	9:50	5:39	55733:21	932	59:48			6 -2.
eptember 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	1	12	8.33%	6 27.64%	-0.289683	3 -1
eptember 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	16	25.00%	43.30%	4	20	20.00%	6 40.00%	-0.035663	3 -1
eptember 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%						
eptember 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	6	0.00%	0.00%	0	1	0.00%	6 0.00%		
eptember 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	40	0.00%	0.00%	0	1	0.00%			
eptember 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	7	47	14.89%	35.60%	4	20	20.00%	6 40.00%	-0.478167	7 -1
	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	40	7.50%	26.34%	410					
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	-10	0.00%	0.00%	3	28				
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	4	0.00%	0.00%	0	20		30.0070		
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	4	33.33%	47.14%	0	28	10.71%	6 30.93%	0.822838	3 -4
	Maintenance and Repair	MR-7E MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A N/A	2	17	0.00%	0.00%		981				
		MR-7E MR-8				N/A N/A			0.00%							
	Maintenance and Repair		Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity		22	1,823		10.92%	45				-0.932442	2 -1
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	82,068	0.00%	0.49%	0	62,035			<u> </u>	
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	64	0.00%		4,173					
	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	201	0.50%	7.04%	48	3,292				
	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	3,350	0.18%	4.23%	1	1,259				
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	44	15,654	0.28%	5.29%	1	1,260	0.08%	6 2.82%	2.446059	9 0.4
eptember 2015	maintenance and respan															

Month	PID Category	PID	PID Title	Product Category						CLEC Standard Deviation C						
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	33	0.00%		48	3,290	1.46%	11.99%	-0.695511	-1.42284
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	57	29,305	0.19%	4.41%	5,020	561,098	0.89%	9.42%	-12.409018	-8.54414
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	10	36,600	0.03%	0.25%						-2.9207
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	3	13,351	0.02%	0.24%						-2.93846
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	10	36,600	0.03%							
	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	13,351	0.02%							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	50	3	16.67							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	267	7	38.14	58.93	1	1	1.00	0.00		
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	170	7	24.29	55.63	591	9	65.67	86.76	-0.946439	-1.575394
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	81	3	27.00	0.00	65,833	507	129.85	137.09	-1.295617	-1.787679
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	7	28.57%	45.18%	0	1	0.00%	0.00%		
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	9	9	100.00%	0.00%		
	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	215	507	42.41%	49.42%	3.719016	1.26100
	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	1,626	1,630	99.75%	4.95%	-0.049583	-1.030145
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	6	83.33%	37.27%	1	1	100.00%	0.00%	-1.067571	-1.64903
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%							
	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	257	277	92.78%							
September 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	55	65	84.62%	36.08%	6	7	85.71%	34.99%	-0.555651	-1.337812
September 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	107	117	91.45%							
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	7	8	87.50%							
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	16	17	94.12%							
September 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	6	6	100.00%	0.00%	6	8	75.00%	43.30%	-1.069045	-1.649933
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	9	55.56%							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	9	3	3.00							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	637	211	3.02							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	357	59	6.05							
	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	471	110	4.28							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	26	6	4.33							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	48	15	3.20							
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	48	5	5.00							
	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DST Capable	Benchmark	6.00	25	5	5.00							
		OP-4E OP-5A	New Service Installation Quality	LIS Trunk		6.00 N/A	37	7	5.29	0.00%		4	100.00%	0.00%		
	Ordering and Provisioning				Parity						1	1				
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,703	4,013	92.28%	26.70%	-0.289301	-1.175882
	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	4	75.00%	43.30%	9	9	100.00%	0.00%	0.502402	-0.69456
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	297	304	97.70%	15.00%	9	9	100.00%	0.00%	-0.891372	-1.541910
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	70	71	98.59%	11.78%	15	15	100.00%	0.00%	-0.936847	-1.569563
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	126	126	100.00%	0.00%	2,750	2,934	93.73%	24.24%	-2.843133	-2.728502
	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	1	1	100.00%							
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,908	2,909	99.97%							
September 2015			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	6324.00	21,080	0.30							
September 2015			Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	20157.60	16,798	1.20							
September 2015			Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	26481.60	21,080	1.26							
September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	3322.03	4,692	0.71							
September 2015			Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A										
September 2015	Pre-Ordering	PO-1-IMA GUI				19/4	3828.19	4,692	0.82							
September 2015	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	3828.19 730.77		0.82 0.39							
September 2015	Dro Ordoring	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment)	REQUEST RESPONSE				4,692								
September 2015	Fie-Ordening				Diagnostic	N/A	730.77	4,692 1,878	0.39							
		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic Diagnostic	N/A N/A	730.77	4,692 1,878 1,209	0.39							
September 2015	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 Diagnostic Diagnostic	N/A N/A N/A	730.77 1462.89 2193.66	4,692 1,878 1,209 1,878	0.39 1.21 1.17							
September 2015 September 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check)	RESPONSE TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A	730.77 1462.89 2193.66 3667.25	4,692 1,878 1,209 1,878 3,971	0.39 1.21 1.17 0.92							
	Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A	730.77 1462.89 2193.66 3667.25 8259.52	4,692 1,878 1,209 1,878 3,971 3,896	0.39 1.21 1.17 0.92 2.12							
September 2015	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 (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check)	RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A	730.77 1462.89 2193.66 3667.25 8259.52 11926.77	4,692 1,878 1,209 1,878 3,971 3,896 3,971	0.39 1.21 1.17 0.92 2.12 3.00							
September 2015 September 2015 September 2015	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 (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE TOTAL REQUEST TOTAL TOTAL REQUEST	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A	730.77 1462.89 2193.66 3667.25 8259.52 11926.77 9816.11	4,692 1,878 1,209 1,878 3,971 3,896 3,971 8,896	0.39 1.21 1.17 0.92 2.12 3.00 1.10							
September 2015 September 2015	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 PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A	730.77 1462.89 2193.66 3667.25 8259.52 11926.77 9816.11 6486.00	4,692 1,878 1,209 1,878 3,971 3,896 3,971 8,896 5,640	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15							
September 2015 September 2015 September 2015 September 2015	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A	730.77 1462.89 2193.66 3667.25 8259.52 11926.77 9816.11 6486.00 16302.11	4,692 1,878 1,209 1,878 3,971 3,896 3,971 8,896 5,640 8,896	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83							
September 2015 September 2015 September 2015 September 2015 September 2015 September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (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 Point Inquiry)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	730.77 1462.89 2193.66 3667.25 8259.52 11926.77 9816.11 6488.00 16302.11 2453.94 644.15	4,692 1,878 1,209 1,878 3,971 3,896 3,971 8,896 5,640 8,896 1,119 1,115	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58							
September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	730.77 1462.89 2193.66 3667.25 8259.52 11928.77 9816.11 6486.00 16302.11 2453.94 644.15 3098.09	4,692 1,878 1,209 1,878 3,971 3,896 5,840 8,896 1,119 1,115 1,115	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77							
September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	730.77 1462.89 2193.66 3667.25 8259.52 11926.77 9816.11 6466.00 16302.11 2453.94 644.15 3008.09 4202.21	4,692 1,878 1,209 1,878 3,971 3,896 3,971 8,896 5,640 8,896 1,119 1,119 1,115 1,119 7,446	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56							
September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gatl CSR) Pre-Order Response Times (Gatl CSR) Pre-Order Response Times (Gatl CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Gevice Availability)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE REQUEST RESPONSE	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	730.77 1482.89 2193.68 3667.25 8259.52 11926.77 9816.11 6486.00 16302.11 2453.94 644.15 3098.09 4202.21 9834.63	4.692 1.878 1.209 1.878 3.971 3.986 5.640 8.896 1.119 1.115 1.119 7.446 1.4.884	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 0.66							
September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat 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 (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	730.77 1462.89 2133.66 3667.25 8259.52 8199.67 9816.11 6486.00 16330.21 122453.94 644.15 3008.09 4202.21 9834.63 14006.84	4,692 1,878 1,209 1,878 3,971 3,886 5,640 8,886 6,1119 1,115 1,119 7,446 14,884 7,446	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 0.66 1.89							
September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (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 (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL ACCEPT	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic	N/A	730.77 1462.89 2193.66 3667.25 8259.52 11926.77 9816.11 6486.00 16302.11 2453.94 644.15 3008.00 4202.21 9834.63 14036.84 218.50	4,692 1,878 1,209 1,878 3,971 3,896 5,640 8,896 1,119 1,115 1,119 7,446 14,884 1,484 1,484 1,067	0.39 1.21 1.17 0.92 2.12 3.00 1.15 1.83 2.19 0.58 2.77 0.56 0.66 1.89 0.20							
September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015 September 2015	Pre-Ordering	PQ-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (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 Point Inquiry) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Gevice Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Tin Reservation) Pre-Order Response Times (Tin Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Diagnostic Diagnostic	К/А К/А К/А К/А К/А К/А К/А К/А	190.77 1462.99 2193.66 3667.25 8259.52 9816.11 6486.00 16302.11 2453.94 644.15 3008.09 4202.21 9834.63 14036.84 218.50 876.22	4.692 1.878 1.209 1.878 3.971 3.986 5.640 8.896 1.119 1.115 1.119 1.115 1.119 1.484 7.446 1.484 7.446 1.067 2.011	0.39 1.21 1.17 0.92 2.12 3.00 1.15 1.15 1.83 2.19 0.58 2.77 0.56 0.66 1.89 0.20 0.20 0.44							
September 2015 September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Th Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RECUEST RESPONSE REQUEST REQUEST REQUEST RESPONSE	Diagnostic Diagnostic	N/A	730.77 1462.89 2133.66 33667.25 8259.62 9816.11 64486.00 163302.11 2453.94 6448.15 33088.09 44202.21 9834.63 14036.84 218.50 876.62 876.62 1409.91	4,692 1,878 1,209 1,878 3,971 3,886 3,971 8,896 1,119 1,115 1,119 7,446 1,484 7,446 1,067 2,011 1,068	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.566 0.866 1.89 0.20 0.20 0.44							
September 2015 September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (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 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 (Service Availability) Pre-Order Response Times (I'n Reservation) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (TIN Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL	Diagnostic Diagnostic	N/A	1402.00 1462.00 2413.66 3667.25 86259.62 9816.11 6466.00 16302.11 2453.94 644.15 3008.09 4202.21 9834.63 14005.64 218.50 876.22 1409.91 2504.63	4,692 1,878 1,209 1,878 3,971 3,896 5,640 8,896 1,119 1,115 1,119 7,446 14,884 7,446 1,087 2,011 1,068 2,011	0.39 1.21 1.17 0.92 2.12 3.00 1.15 1.83 2.19 0.58 2.77 0.56 0.66 1.89 0.20 0.20 0.44 1.32 1.25							
September 2015 September 2015	Pre-Ordering Pre-Ordering	PQ-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation) Pre-Order Response Times (The Reservation)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST	Diagnostic Diagnostic	N/A	730.77 1462.89 2133.66 3667.25 8259.52 9816.11 6486.00 16302.11 2453.94 644.15 3098.09 4202.21 9834.63 14008.84 218.50 876.22 1409.91 2504.63 2254.63	4 692 1,878 1,209 1,878 3,971 3,986 3,971 3,896 5,640 8,896 1,119 1,115 1,119 1,115 1,119 1,466 14,884 7,446 1,067 2,011 1,068 2,011 3,680	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 0.58 0.66 0.66 1.89 0.20 0.20 0.44 1.32 1.25 0.78							
September 2015 September 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (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 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 (Times Reservation) Pre-Order Response Times (Timeservation) Pre-Order Response Times (Timeservation) Pre-Order Response Times (Timeservation) Pre-Order Response Times (Loop Qual Tods) Pre-Order Response Times (Loop Qual Tods)	RESPONSE TOTAL RECUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL ACCEPT REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST REQUEST RESPONSE	Diagnostic Diagnostic	N/A	730.77 1462.89 2133.66 3667.25 8259.52 8259.52 9816.11 6486.00 16330.21 122453.94 644.15 3308.00 4202.21 9834.63 14036.84 218.50 876.22 1409.91 22504.63 22554.63 53555.00	4,692 1,878 1,209 1,878 3,971 3,896 5,640 6,896 1,119 1,115 1,119 7,446 1,484 1,484 1,484 1,067 2,011 1,068 2,011 3,680 2,2700	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 0.66 0.66 1.89 0.20 0.44 1.32 1.25 0.78 1.85 1							
September 2015 September 2015	Pre-Ordering Pre-Ordering	PQ-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Gat CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (In Reservation) Pre-Order Response Times (In Reservation) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (In Reservation) Pre-Order Response Times(Loop Qual Tods) Pre-Order Response Times(Loop Qual Tods)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPENSE TOTAL RESPENSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL	Dagnostic Diagnostic	N/A	1402.94 1462.94 2193.66 2493.66 2495.92 9816.11 2453.94 644.15 3008.09 44202.21 9834.63 14008.04 218.50 876.22 1409.91 22504.63 22855.66 53595.00 56450.66	4 692 1,878 1,209 1,878 3,971 3,986 5,640 8,896 1,119 1,115 1,119 7,446 14,884 7,446 1,067 2,011 3,680 2,700 3,880	0.39 1.21 1.17 0.92 2.12 2.12 2.12 1.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 0.66 0.66 0.86 0.20 0.44 1.32 1.25 0.78 1.25 1.55 1							
September 2015 September 2015	Pre-Ordering Pre-Ordering	PQ-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) 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 (Revice Availability) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Lop Qual Tods) Pre-Order Response Times(Lop Qual Tods) Pre-Order Response Times(Lop Qual Tods)	RESPONSE TOTAL RECUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE </td <td>Diagnostic Diagnostic</td> <td>N/A N/A N/A</td> <td>730.77 1462.99 2193.66 3467.25 8259.25 9816.11 6448.60 16302.11 2433.94 644.15 3098.09 4202.21 9834.63 14036.84 218.50 876.22 1409.91 2504.63 2855.66 53595.00 56450.68 10828.18</td> <td>4,982 1,878 1,209 1,878 3,971 3,886 3,971 8,886 1,119 1,115 1,119 7,446 14,884 7,446 1,067 2,071 1,068 2,201 1,3680 2,270 3,680 6,523</td> <td>0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.56 0.66 1.89 0.20 0.44 1.32 1.25 0.74 1.85 1.534 1.54 1.54</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Diagnostic Diagnostic	N/A	730.77 1462.99 2193.66 3467.25 8259.25 9816.11 6448.60 16302.11 2433.94 644.15 3098.09 4202.21 9834.63 14036.84 218.50 876.22 1409.91 2504.63 2855.66 53595.00 56450.68 10828.18	4,982 1,878 1,209 1,878 3,971 3,886 3,971 8,886 1,119 1,115 1,119 7,446 14,884 7,446 1,067 2,071 1,068 2,201 1,3680 2,270 3,680 6,523	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.56 0.66 1.89 0.20 0.44 1.32 1.25 0.74 1.85 1.534 1.54 1.54							
September 2015 September 2015	Pre-Ordering	Ро-1-IMA GUI РО-1-IMA GUI<	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (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 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 (Service Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (In Reservation) Pre-Order Response Times (Log Qual Tods) Pre-Order Response Times (Log Qual Tods) Pre-Order Response Times (Adress Validation XML) Pre-Order Response Times (Adpt: Scheduler XML)	RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL XML Request/Response	Diagnostic Diagnostic	N/A	730.77 1462.89 2133.66 3667.25 8259.52 8259.52 9816.11 6486.00 16302.11 2453.94 644.15 3008.09 4202.21 9834.63 14036.84 218.50 876.22 1409.91 2554.63 22556.60 535555.00 56450.66 10828.18 7773.88	4,692 1,878 1,209 1,878 3,971 3,896 5,640 5,640 5,640 1,119 1,119 1,115 1,119 7,446 1,4,844 1,4,844 1,4,846 1,067 2,011 1,068 2,011 3,880 2,700 3,860 2,700	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 0.66 0.66 0.66 1.89 0.20 0.44 1.32 1.25 0.78 1.35 1.55 1							
September 2015 September 2015	Pre-Ordering	РО-1-IMA GUI РО-1-IMA GUI<	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Get CSR) Pre-Order Response Times (Get CSR) 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 (Revice Availability) Pre-Order Response Times (Revice Availability) Pre-Order Response Times (Th Reservation) Pre-Order Response Times (Lop Qual Tods) Pre-Order Response Times(Lop Qual Tods) Pre-Order Response Times(Lop Qual Tods)	RESPONSE TOTAL RECUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE </td <td>Diagnostic Diagnostic</td> <td>N/A N/A N/A</td> <td>730.77 1462.99 2193.66 3467.25 8259.25 9816.11 6448.60 16302.11 2433.94 644.15 3098.09 4202.21 9834.63 14036.84 218.50 876.22 1409.91 2504.63 2855.66 53595.00 56450.68 10828.18</td> <td>4,982 1,878 1,209 1,878 3,971 3,886 3,971 8,886 1,119 1,115 1,119 7,446 14,884 7,446 1,067 2,071 1,068 2,201 1,3680 2,270 3,680 6,523</td> <td>0.39 1.21 1.17 0.32 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.44 1.32 1.25 0.78 1.85 1.89 0.66 1.89 0.66 1.89 1.85 1.72 1.72 1.75 1.72 1.75 1.72 1.75 1.72 1.75</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Diagnostic Diagnostic	N/A	730.77 1462.99 2193.66 3467.25 8259.25 9816.11 6448.60 16302.11 2433.94 644.15 3098.09 4202.21 9834.63 14036.84 218.50 876.22 1409.91 2504.63 2855.66 53595.00 56450.68 10828.18	4,982 1,878 1,209 1,878 3,971 3,886 3,971 8,886 1,119 1,115 1,119 7,446 14,884 7,446 1,067 2,071 1,068 2,201 1,3680 2,270 3,680 6,523	0.39 1.21 1.17 0.32 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.44 1.32 1.25 0.78 1.85 1.89 0.66 1.89 0.66 1.89 1.85 1.72 1.72 1.75 1.72 1.75 1.72 1.75 1.72 1.75							
September 2015 September 2015	Pre-Ordering	Ро-1-IMA GUI Ро-1-IMA GUI Ро-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (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 (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Loop S) 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 Cual Cods) Pre-Order Response Times (Loop	RESPONSE TOTAL RECUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST REQUEST RESPONSE TOTAL ML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	730.77 1462.89 2133.66 3667.25 8259.52 84259.52 9816.11 2453.94 644.15 3098.09 4202.21 9834.63 14036.84 4202.21 9834.63 14036.84 4202.21 9834.63 14036.84 2255.66 53555.00 56450.66 10828.18 77703.88 74773.82 225880.94	4,992 1,878 1,209 1,878 3,971 3,886 5,640 8,896 1,119 1,115 1,119 7,446 1,087 2,011 1,088 2,011 1,088 2,011 1,088 2,011 3,089 2,010 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 3,891 3,9913	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 0.66 0.66 1.89 0.20 0.44 1.32 1.25 1.32 1.25 1.34 1.985 15.34 1.65 1.72 10.42 3.54							
September 2015 September 2015	Pre-Ordering	РО-1-IMA GUI РО-1-IMA GUI<	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Gacility Check) Pre-Order Response Times (Gacility Check) Pre-Order Response Times (Gaci CSR) Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Gaci CSR) Pre-Order Response Times (Gaci CSR) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (In Reservation) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (In Reservation) Pre-Order Response Times (Lop Qual Tods) Pre-Order Response Times (Lop Qual Tods) Pre-Order Response Times (April Schadaus MLL) Pre-Order Response Times (April Schadaus MLL)	RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE TOTAL RESPONSE RESPONSE TOTAL RESPONSE TOTAL RESPONSE	Dagnostic Diagnostic	N/A	7703.77 1462.99 2193.66 3667.25 86259.52 9816.11 6486.00 16302.11 2433.94 644.15 3008.00 4202.21 9834.63 11005.84 218.50 876.22 21409.91 2504.63 22855.66 55355.00 554540.66 10028.18 77703.88 74773.22	4 692 1,878 1,209 1,878 3,971 3,986 5,640 8,896 1,119 1,115 1,119 7,446 14,884 7,446 14,884 7,446 14,884 7,446 2,011 3,660 2,700 3,680 6,523 4,479 7,776	0.39 1.21 1.17 0.32 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.26 1.89 0.44 1.32 1.25 0.78 1.85 1.89 0.66 1.89 0.66 1.89 1.85 1.72 1.72 1.75 1.72 1.75 1.72 1.75 1.72 1.75							
September 2015 September 2015	Pre-Ordering Pre-Ordering Pre-Ordering Pre-Ordering	Ро-1-IMA GUI РО-1-IMA GUI РО-1-IMA GUI	Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Assignment) Pre-Order Response Times (Facility Check) Pre-Order Response Times (Facility Check) Pre-Order Response Times (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 (Service Availability) Pre-Order Response Times (Service Availability) Pre-Order Response Times (TIN Reservation) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times (Loop S) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Loop Qual Tools) Pre-Order Response Times (Loop Cual Tools) Pre-Order Response Times	RESPONSE TOTAL RECUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST RESPONSE TOTAL REQUEST REQUEST REQUEST REQUEST RESPONSE TOTAL ML Request/Response XML Request/Response XML Request/Response	Diagnostic Diagnostic	N/A N/A	730.77 1462.89 2133.66 3667.25 8259.52 8259.52 84269.52 9816.11 2453.94 644.15 3098.09 4202.21 9834.63 14036.84 4202.21 9834.63 14036.84 4202.21 9834.63 14036.84 2255.66 53555.00 56450.66 10828.18 77703.88 74773.82 225880.94	4,992 1,878 1,209 1,878 3,971 3,886 5,640 8,896 1,119 1,115 1,119 7,446 1,087 2,011 1,088 2,011 1,088 2,011 1,088 2,011 3,089 2,010 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 2,700 3,880 3,891 3,9913	0.39 1.21 1.17 0.92 2.12 3.00 1.10 1.15 1.83 2.19 0.58 2.77 0.56 0.66 0.66 1.89 0.20 0.44 1.32 1.25 1.32 1.25 1.34 1.985 15.34 1.65 1.72 10.42 3.54							

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
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	3303.30	3,146	1.05							
September 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,000	3,683	81.46%							
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	44	104	42.31%							
September 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	657	789	83.27%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,000	3,027	99.11%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	44	47	93.62%							
September 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	657	658	99.85%							
September 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	346:09	12	28:51							
September 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	358:01	191	1:52							
September 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	32	32	100.00%							
September 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	608	608	100.00%							
September 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,758	2,758	100.00%							
September 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	35	35	100.00%							
September 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	268	278	96.40%							
September 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	625	626	99.84%							
September 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	12	12	100.00%							
September 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	14	14	100.00%							
September 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	37	100	37.00%	48.28%	2	77	2.60%	15.91%	-14.265765	-9.67296
September 2015	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		